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Better Backup & Recovery

Top Tips For Saving Data & Getting It Back Fast

by Elizabeth Millard

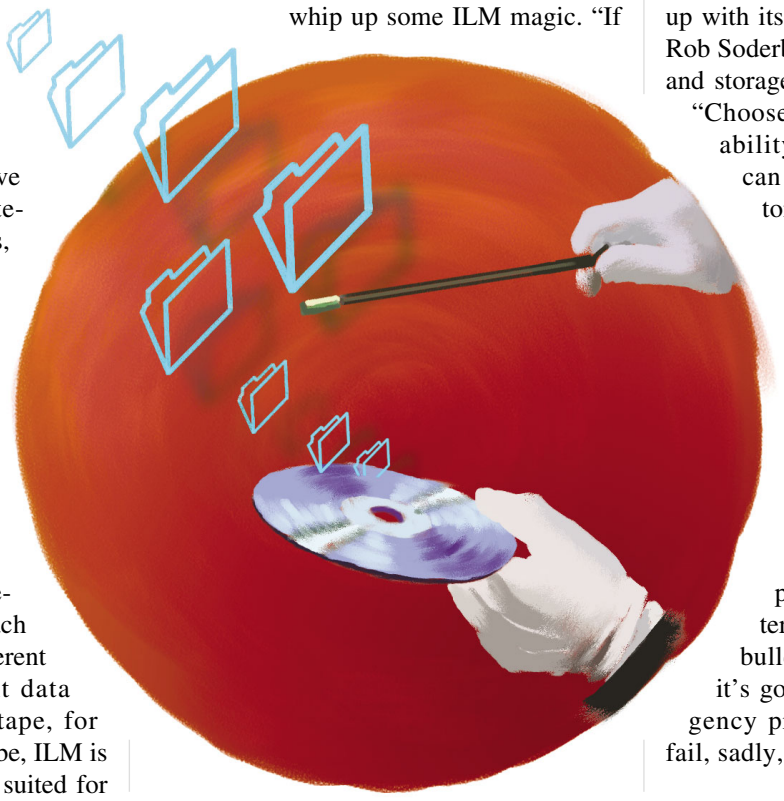
• • •

Making data backup and recovery more streamlined and efficient is the goal of every company, which is why most have implemented multilayered strategies that blend onsite procedures, offsite storage, and best practices for data loss. But, as every IT manager knows, good strategies can always be tweaked and made better. Here are some top tips for saving and storing.

Create Your Own ILM Strategy

The phrase du jour in storage is information lifecycle management, which assigns value to each piece of data and routes it to different storage media. Less important data might be sent to inexpensive tape, for example. As useful as this might be, ILM is pricey and for now seems better suited for larger companies that are trying to handle numerous offices and customers.

But that doesn't mean an IT manager at a small to midsized enterprise can't whip up some ILM magic. "If a company takes the theory behind ILM and understands why it's important to route different types of data to different places, there's no reason why it can't come up with its own storage intelligence," says Rob Soderbery, vice president of the server and storage management group at Veritas. "Choose a product that has deep capability in setting policies, and you can create a mini-ILM that's customized to your company."



Intensify Your Fire Drills

The majority of SMEs don't have recovery plans in place, notes Steve Sussman, senior product manager at backup software firm Storactive. Those that do are already ahead of the game, but they often employ mundane, predictable fire drills that might not prepare them for true data disasters. If a company wants to have a bulletproof recovery plan in place, it's going to have to step up its emergency procedures. "Sometimes, tapes fail, sadly," says Sussman. "Do you know

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Wireless Notebook Access (Almost) Anywhere

Cellular Data Connections Make Sense For Many Users

by Bruce Gain

• • •

Cellular Internet connections represent a very convenient way to establish mobile, always-on broadband connections with a laptop. But what about the cost, security, and choosing a wireless service provider? The good news is that laptops with cellular access now represent a workable and straightforward solution for those enterprises that need it.

If your network users have not asked for notebook-to-cellular connections, many at least would appreciate the freedom and mobility they afford. Unlike Wi-Fi connections for which coverage areas and access are comparatively limited, cellular data connections let users roam around the United States with their laptops without having to log on again to different networks every thousand feet or so.

About five years ago, telephony companies paid billions of dollars for so-called 3G wireless spectrum licenses just before the telephony equipment market imploded, along with the dot-com bust and the hype about how wireless broadband would revolutionize data communications. Since then, however, wireless providers such as Verizon, Sprint, Cingular, and T-Mobile have quietly in-creased their wireless data network coverage so that now Internet connections with your laptop through a cellular connection have become viable solutions. Coverage areas span large swathes of the United

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Laptops with cellular access now represent a workable solution.

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Top Tips

Check out our collection of the best advanced tips related to backup and recovery, security, and more.

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■ **ADC** released RiserGuide, an on-demand cable management system. ■ **Cesura** announced Business Certainty for end users of Web applications. ■ **CipherTrust** is targeting its CipherTrust IronNet at businesses that want to prevent intellectual property loss and meet government requirements. ■ **Dot Hill's** SANnet II U320, a seventh-generation SCSI appliance, delivers twice the performance of the SCSI-160 standard at the same price. ■ **Lumeta** announced IPsonar 3.7, the latest version of its network intelligence software. ■ The NetFrame 1420 is a new rackmountable server from **MPC Computers**. ■ **Sage Software** announced Sage BusinessVision 7.0, a management solution for growing small businesses. ■ **StoneFly's** new OptiSAN is IP-based and ready to complement existing Fibre Channel SANs. ■ **Trend Micro** released three new security products to help protect corporate networks from malicious threats embedded in emails.

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   - ☐ 10 - 99
   - ☐ 100 - 199
   - ☐ 200 - 499
   - ☐ 500 - 999
   - ☐ 1,000+

2. **How often do you purchase computer hardware/software?**
   - ☐ Weekly
   - ☐ Bi-Weekly
   - ☐ Monthly
   - ☐ Quarterly
   - ☐ Annually
   - ☐ No Involvement

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   - ☐ $250,000 - $499,999
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Portland, Ore.
www.goitec.com

ITC East
December 13-14
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www.storagevisions.com

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Symposium & Business Expo
January 18-20
San Jose, Calif.
www.wcai.com

VS Live!
January 29-February 2
San Francisco, Calif.
www.ftponline.com/conferences
/vslive/2006/sf

- FEBRUARY -

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February 6-8
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www.ccdemo.com/ccd

RSA Conference
February 13-17
San Jose, Calif.
http://2006.rsaconference.com/us

RFID World
February 27-March 1
Dallas, Texas
www.shorecliffcommunications
.com/rfid06

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Conference & Expo
February 27-March 2
New York, N.Y.
www.jupiterevents.com/sew
/winter06/index.html

- MARCH -

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Intelligence Summit
March 6-8
Chicago, Ill.
www.gartner.com/2_events
/conferences/bi4.jsp

VoiceCon
March 6-9
Orlando, Fla.
www.voicecon.com

FOSE
March 7-9
Washington, D.C.
www.fose.com

PC Forum
March 12-14
Carlsbad, Calif.
www.edventure.com/pcforum/

Comptel Spring 2006
Convention & Expo
March 19-22
San Diego, Calif.
www.comptel.org

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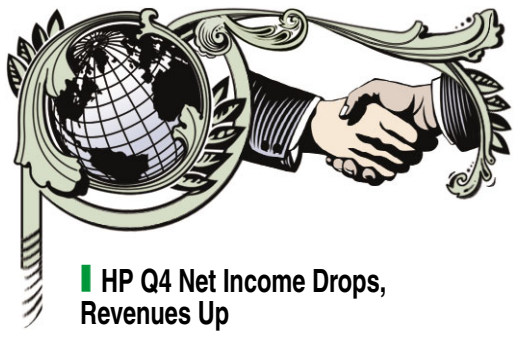

HP Q4 Net Income Drops, Revenues Up

HP REPORTED A 62% drop in net income for Q4, caused by a $1.1 billion charge for restructuring and other expenses. Excluding those charges, though, the company earned $1.5 billion, about 51 cents per share, well above the year-ago earnings of $1.2 billion, or 41 cents per share. The company's notebook revenue was up 23% over Q4 of last year; Personal Systems Group revenue was up 9%; and revenue from the Enterprise Storage And Servers Unit grew 10%. To date, HP has laid off about 15,300 employees as part of its restructuring; in July, the company estimated it would lay off about 14,500 employees.

Democrats Promote Tech Agenda

REP. NANCY PELOSI OF California unveiled Democratic plans for several pieces of legislation aimed at improving innovation and technology development in the United States. Plans include delivering high-speed Internet access to all Americans within the next five years; granting scholarships to educate new scientists, mathematicians, and engineers; doubling research and development spending; and providing small-business assistance. In a speech before the National Press Club, Pelosi remarked that if the United States doesn't act soon, other countries will get further ahead. China will produce about 700,000 new engineers this year; only 70,000 new engineers will graduate in the United States.

Global Chip Sales Rise

AFTER INITIALLY PREDICTING that 2005 chip sales would remain consistent with 2004, the U.S. Semiconductor Industry Association now expects a growth of 6.8% this year. The association predicts increased growth for 2006, when sales should be up nearly 8%. Much of the growth is credited to an increase in demand for consumer devices. Sales of Flash memory devices will grow about 16% next year, while sales of DRAM will fall about 10%.

Samsung To Invest In Memory Chips

CITING AN UPCOMING stabilization in memory chip prices, Samsung announced plans to invest $590,000 in new memory chip lines to boost production of Flash and DRAM chips. Mass production from the new lines should start in the second half of next year, about the time Samsung believes chip prices will stabilize. Samsung's chief executive of semiconductors, Hwang Chang-gyu, expects DRAM chip prices to fall more than 30% in the first half of next year; Flash memory chip prices will fall about 40%.

Gates No Longer Top Giver

INTEL CO-FOUNDER Gordon E. Moore and his wife Betty claimed the top spot in BusinessWeek's fourth-annual list of the 50 Most Generous Philanthropists. The Moores donated more than $7 billion between 2001 and 2005. Microsoft's Bill Gates and his wife Melinda have donated more than $28 billion, but the Moores have given a greater percentage of their net worth. Berkshire Hathaway CEO Warren Buffett, investor George Soros, and SunAmerica's Eli and Edythe Broad rounded out the top five.

IBM Creates First Indian Chip Design Center

FOLLOWING UP ON ITS intent to adopt a more open strategy in its microprocessor business, IBM has announced an agreement to establish its first outsourced chip design center in India. The center, which will be maintained by India's HCL Technologies, is the first outside IBM's own confines. The company already has its own Power Architecture design centers in several countries, including India, Switzerland, Germany, Israel, China, and Japan. HCL will license the Power Architecture technology from IBM and split any sublicensing revenues.

Lengthy Migration Process To Windows Vista

RESEARCH FIRM GARTNER reports that it will likely take customers a year to a year and a half to fully migrate to Microsoft's new operating system Windows Vista, scheduled to roll out at the end of next year. However, Gartner does not advise that customers hold off on adopting Vista because that would only delay the deployment process. Industry analysts say those using Win2000 will want to upgrade sooner, as support from third-party application vendors has already started to decrease, while those using WinXP have more time.

Most Companies Still Vulnerable

NEARLY 70% OF business systems are still vulnerable to attacks and exploits, reports research firm Qualys. Last year's study showed that companies took an average of 21 days to fix half of their Internet-facing systems that were exposed to a critical vulnerability. This year, firms average 19 days. However, it still takes companies 48 days to fix half of their internal systems exposed to a critical vulnerability. The study also reveals that 90% of the exposure to vulnerabilities that firms experience comes from just 10% of critical vulnerabilities at any given time.

Oracle Acquires ID Management Companies

BUSINESS SOFTWARE GIANT Oracle has bought two privately held identity management firms, Thor Technologies and OctetString. Oracle says the acquisitions will help it boost its offerings in the ID management security software marketplace and remain competitive with rivals IBM, CA, and Sun Microsystems. Oracle's strategy to lead consolidation of the business software industry has led the firm to spend $19 billion in the past two years buying rival companies. However, the specifics of this deal were not disclosed.

AMD Expects Big Profits

ADVANCED MICRO DEVICES' CFO Bob Rivet says the company expects significant increases in next year's operating profits and earnings per share. AMD, the No. 2 microprocessor maker in the world, predicts its chips for server business computers will drive up sales significantly in 2006, and it also expects its consumer devices to gain in popularity, following the industry trend. Rivet forecasts AMD's gross margins to average 51% to 57%; he also expects to see next year's shipments of AMD microprocessors to rise at double the growth rate of 10% that the industry forecasts.

IBM Enters Server Agreement With China

IBM HAS ANNOUNCED that it beat out HP to seal a contract with China that has the Chinese government agreeing to buy more than $20 billion worth of computers from Big Blue. The Chinese tax administration agency, in the midst of a major computer overhaul, will be purchasing 100 of IBM's eServer p5 servers, IBM reports. This deal will be IBM's biggest-ever Unix installation in Asia. One industry analyst touted it as a "proof point" that IBM is making a comeback in the Unix server market.

Dubai Wants To Attract Outsourcing

DUBAI, A CITY-STATE that's part of the United Arab Emirates, has launched a campaign to attract outsourcing work that has traditionally gone to countries such as India and China. The government agency/free trade zone DOZ (Dubai Outsource Zone) heading up the project has a memorandum of understanding with a major Indian outsourcing firm saying it will help move work to Dubai. DOZ is promoting Dubai as an outsourcing alternative where companies can send their more qualified or higher-up executives who would prefer living in Dubai rather than Mumbai or Bangalore.

WATCH THE STOCKS

This information provides a quick glimpse of current and historical stock prices and trends for 16 major companies in the technology market.

Company	Symbol	Year Ago	Nov. 15 $	Nov. 21 $	% change from previous week
Avaya	AV	$16.29	$11.41	$11.85	▲ 3.86%
BEA Systems	BEAS	$8.28	$9.25	$9.34	▲ 0.97%
Computer Associates	CA	$30.11	$28.43	$28.64	▲ 0.74%
Cisco Systems	CSCO	$19.15	$17.27	$17.06	▼ 1.22%
Dell	DELL	$40.20	$29.81	$30.04	▲ 0.77%
Electronic Data Systems	EDS	$22.20	$23.70	$24.08	▲ 1.6%
Google	GOOG	$165.10	$392.80	$409.36	▲ 4.22%
HP	HPQ	$20.20	$28.12	$29.28	▲ 4.13%
IBM	IBM	$95.11	$85.53	$87.29	▲ 2.06%
Intel	INTC	$24.10	$25.08	$25.25	▲ 0.68%
McAfee	MFE	$27.43	$29.48	$29.31	▼ 0.58%
Microsoft	MSFT	$26.65	$27.50	$28.16	▲ 2.4%
Oracle	ORCL	$12.68	$12.67	$12.44	▼ 1.82%
Red Hat Software	RHAT	$12.77	$22.99	$23.54	▲ 2.39%
Sun Microsystems	SUNW	$5.24	$3.68	$3.79	▲ 2.99%
Symantec	SYMC	N/A	$19.15	$17.96	▼ 6.21%

NOTE: This information is meant for reference only and should not be used as a basis for buy/sell decisions.

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Editorial Staff
131 W. Grand Drive • Lincoln, NE 68521
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Solid Network Management

Tools For Keeping Tabs On Your System

by Sixto Ortiz Jr.

• • •

BUSINESS NETWORKS are very important today and will only get more so as new technologies, such as VoIP, are adopted and implemented. VoIP telephony systems rely on IP network uptime to work. So a downed network means no dial tone and a lot of angry users, customers, and business partners.

According to a November 2004 Yankee Group report, trends that will enhance the importance of modern networks even more include the use of Web services for enterprise application integration, the use of IP VPNs, and the adoption of on-demand, distributed computing. All of these new technologies will require reliable networking to work properly. And users will demand that computing resources become as reliable and available as traditional utilities such as electrical power and the plain-old telephone system.

So network management applications and devices are an important tool for administrators who want to maintain good uptime and reliability. Think of network management applications/devices as instrument panels that give administrators a complete view of their networks and what is happening within them.

Buying Tips

- **Vendor-neutral rules:** If possible, purchase network monitoring devices and/or applications that are based on open, well-established standards.
- **But . . . vendor-specific may work:** On the other hand, if you are committed to a specific vendor for network functionality, vendor-specific and compatible products may nicely complement what you already have.
- **Reporting is critical:** The end result of any monitoring solution is the data it reports, so be sure that reports are easily accessible and customizable. Also, is the solution limited to a predetermined set of reports, or is it possible to develop and create custom reports?
- **Extensibility is also critical:** A network management application, but especially a hardware device, should feature worry-free, easy upgradeability via firmware or software updates.

The Marketplace

According to the Yankee Group's 2005 Application Management Survey, the network and systems management marketplace is only expected to grow 4% to 6% per year. The Yankee Group attributes this unspectacular growth to the maturation and commoditization of the market for network and systems management tools.

A May 2005 Yankee Group Decision Note emphasizes that many network and system management vendors are seeking to move into the hotter business services management market sector by acquiring smaller companies that have the right technology. Examples cited by the Yankee Group report include the acquisition of Concord Communications by CA and the acquisition of Quallaby by Micromuse.

Another interesting trend is the number of open-source network management tools available today for minimal or no charge, the Info-Tech Research Group reports. According to Info-Tech, these tools make a lot of sense for small and medium-sized enterprises that don't have the in-house expertise or budget to implement and support traditional, commercially available network management tools.

The Arsenal

Network management tools come in two general flavors: hardware devices specifically designed for management and monitoring and software applications that are installed on generic computing devices, such as workstations or servers.

Hardware devices do not function in a vacuum and come equipped with internal software that enables the device to perform its monitoring and management functions. In addition, most management and monitoring hardware manufacturers also provide software management tools that enable the administration and control of multiple devices, typically via a Web-based management portal application. In this roundup we take a look at a few of the hardware devices for network management available today.

SNAPSHOT

Fluke Networks OptiView Link Analyzer

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www.flukenetworks.com

SNAPSHOT

Applied Innovation AIremote

Helps administrators keep tabs on remote network sites

www.Processor.com /AppliedInnovation

Applied Innovation

The AIremote network management device is designed to help you manage remote sites beyond your central office using SNMP. AIremote has a small 1-RU form factor and resides in your remote location. The device is equipped with a number of input/outputs to enable communication with various network devices at your remote location, including Ethernet, asynchronous, and digital/analog devices.

AIremote features a number of WAN connectivity interfaces, including two E1/T1 ports, E1/T1 drops, DDS WAN, optical Ethernet WAN, and CMDA 1xRTT. Also included are six 10/100BASE-T switched Ethernet ports and six RS232/422 asynchronous ports.

For device management, the AIremote features a keypad and LCD display with a CLI (command line interface); the device can also be managed via Applied Innovation's AppliedView management software. Also, AIremote features onboard Python-based scripting, onboard battery monitoring, and various security protocols, including PAP/CHAP, TACAS+, and RADIUS.

Fluke Networks

Fluke Networks' OptiView Link Analyzer is an ASIC-based analysis device designed to monitor and manage a wide variety of network-critical parameters. The device's two NICs support 10/100BASE-T Ethernet as well as 1000BASE-SX, 1000BASE-LX, and 1000BASE-T Gigabit Ethernet via the use of hot-swappable GBICs (Gigabit Interface Converters). Custom ASICs are also built into the NICs, providing the hardware-based speed required to analyze Gigabit network traffic in real time.

According to Fluke Networks, the Link Analyzer can measure packet latency and also analyzes packets to identify application level issues. Other features include packet monitoring and capture at full line rate up to full duplex Gigabit Ethernet speed; RMON and RMONII support for extending SNMP capabilities; real-time problem detection and alerting via SNMP, email, or logs; time synchronization with multiple NTP (Network Time Protocol) servers to ensure accurate time and latency measurements; and an integrated Web server for providing easy access to device data and capabilities.

The OptiView Link Analyzer uses VxWorks' embedded OS and also features firmware updating, user account security, and TACAC support and the capability to attach to any point in the network via the use of in-line taps. A wide variety of network and VoIP statistics and reports are provided, including MAC Layer statistics; frame size; protocol and VLAN distribution analysis; VoIP call logs; VoIP metrics such as jitter, dropped packets, delay, RTCP jitter, and others; VoIP QoS metrics such as user and network R-factor; and VoIP alarms.

Netreo

Netreo's OmniCenter TC is a hardware device that, according to the company, features Web-based functionality that does not rely on client-based or agent software to function. The device provides real-time reports showing various network statistics about the top network sources, destinations, protocols, and conversations.

Collected data is stored in a database within the device (called the "collector" by Netreo); data stored in collector devices can be accessed via Web-based reports that let administrators sort and search by various parameters, including IP and MAC addresses and any IP, TCP, or UDP header fields. The OmniCenter TC device provides both packet-level traffic analysis and packet capture; packet capturing data is stored in file formats that enable viewing in a number of applications.

Packet capturing can also be filtered via the use of the Berkely Packet Filter, so packet capture can be customized as needed. The device features enough capacity to archive collected data for one full year. If the device is set for continuous packet capture, storage capacity is maintained via the automated deletion of old capture files.

SNAPSHOT

Netreo OmniCenter Traffic Collector

Licensing costs start at $7,000

Features Web-based functionality and provides real-time reports

www.Processor.com/Netreo

The device integrates with Netreo's other network management and monitoring devices, including its OmniCenter flagship device and its Intrusion Detection System and IP Telephony add-on appliance.

Qovia

Qovia for Cisco is a specialized VoIP monitoring and management device and software suite designed to enhance and complement the capabilities of Cisco's CallManager software. Qovia's suite is composed of two main parts: the Qovia Central monitoring and management software application and Qovia Sensors (Qovia 3000, 5000, and 7000 models) that monitor voice RTP streams and send call data, in real time, to the Qovia Central software. The software calculates a Mean Opinion Score for monitored calls, so administrators can get a real-time handle on call quality and user experience for a Cisco VoIP network.

SNAPSHOT

Qovia for Cisco

A software and hardware bundle designed for managing Cisco VoIP networks

www.qovia.com

The system can be customized to issue quality alerts whenever user-defined voice quality thresholds are exceeded. The Qovia Sensors available feature increasing capabilities; for example, the Qovia 3000 sensor can monitor 50 simultaneous calls and support up to five network devices, while the Qovia 7000 sensor can monitor up to 500 calls and support up to 40 network devices, such as PBXes, routers, switches, and phones. Also, the 5000 and 7000 sensors also monitor network switch statistics, gateway capacity, and utilization and stream gateway statistics.

Qovia's is a highly specialized solution designed exclusively for VoIP network traffic analysis. Even at that, the Qovia software and devices are compatible with NEC and Cisco VoIP networks; Qovia also features E911 capabilities for Nortel VoIP networks.

Stay Up & Running

Network management will continue to gain importance. Underperforming networks can have a severe impact on business operations; impacts will only worsen as more and more mission-critical applications use business networks to provide the required functionality across an enterprise. As we mentioned, when network downtime means dead telephones, that has a severe and immediate impact on a company's ability to conduct business and provide customers with the services and products they need.

To see *Processor* Showcase advertisements for products in this category, look in the Solution Index on page 2 and find the Network & Systems Management ads under Communications.

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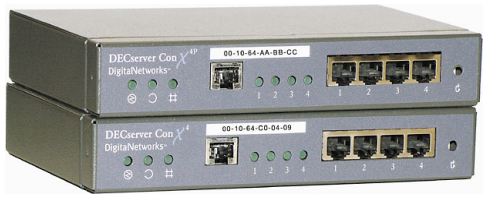

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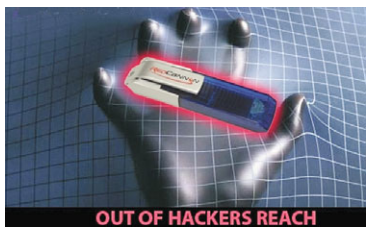

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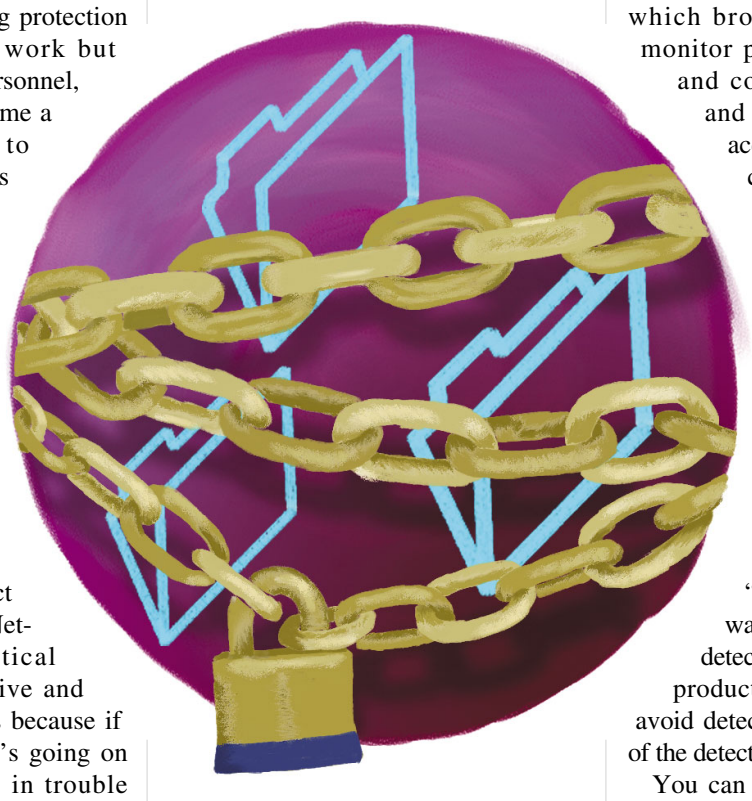
Be Secure In Your Connections

Top Tips For Keeping Your Network & Data Safe

by Christian Perry

• • •

As the process of securing your perimeters from attack grows ever more complex, discovering protection methods that not only work but work within reason of personnel, budget, and time has become a top priority. For small to midsized enterprises, this means eclipsing the obvious to lock down areas not automatically covered when implementing general security procedures. The tips that follow can help you move to that next level.



Focus On Visibility

According to Rob Nazzal, director of product management with Mazu Networks, visibility is critical when taking both proactive and reactive security measures because if you're not aware of what's going on in your network, you're in trouble when a threat strikes. "Most networks have grown quickly, and new applications have been added organically over time, leaving many security and network operators in the dark about what's on the network, what dependencies exist, who needs to access what systems, and what systems are really critical," Nazzal says. "This makes proactive security, or hardening the network, very difficult because you cannot secure what you do not understand."

By using tools such as network behavior analysis systems that can help collect statistics about the connections on your network, you can determine how many database servers are on your network, which application servers connect to those databases and how you can safely restrict access to those systems without blocking legitimate activity. Such tools can also help you quickly locate a culprit when a breach does occur and even simulate the impact of blocking the offending host before you actually block it.

Use Automation

Narrowing your network's vulnerability window is essential to keeping your environment safe, but defining a strategy for doing just that can be a challenge. Scott Carpenter, director of Secure Elements' Security Labs, explains that managing vulnerability and compliance is easier with automation, particularly when dealing with labor-intensive processes.

For example, patch management can be prime territory for automation because it lets managers add steps that can help minimize the vulnerability window. If a company automates threat intelligence assimilation, vulnerability discovery, and patch management to test systems, while a system administrator verifies system operation before the full enterprise deployment, it makes sense to add the deployment of nonpatch countermeasures before the final patching step.

Disable Potentially Exploitable Objects

Hackers thrive on entry points that aren't typically monitored, including BHOs (Browser Helper Objects), which browser developers use to monitor page navigation, monitor and control file downloading, and perform other tasks. But according to Gary Miliefsky, chief technology officer at NetClarity, such objects are useful to people other than developers.

"These BHOs are often installed on your system without your knowledge, and because they pull information from the outside onto your computer, they are a threat to security," notes Miliefsky. "They go so far as to find ways around the most popular detection tools by changing their product regularly just enough to avoid detection until the next version of the detection software comes out."

You can use tools such as the free BHODemon from Definitive Solutions to monitor and disable BHOs.

Get Physical

Today's emphasis on network security is well-founded, but experts stress that it shouldn't come at the cost of physical security. Andrew Storms, director of IT at nCircle, explains why. "In the last year, we've seen tools like the iPod and Palm become a significant threat to the organization. Most systems have USB ports, and it's becoming easier to walk out of the office with gigs of data in one's coat pocket. On the other hand, we saw CitiBank lose a backup tape in shipment earlier this year. Organizations continue to put an emphasis on tools like IPS and identity management but aren't taking serious steps to evaluate the risks between productivity and an entire holistic security posture."

Most physical security breakdowns can be avoided with diligent use of strong passwords. However, depending on your required level of security, biometrics might be required to add further protection from in-person theft.

Most Unusual Tip: Employ Security Awareness

Regardless of how many security measures you put in place, it takes only one uninformed employee to ruin the entire security protocol. With this in mind, integrating security awareness and training across all areas of your business, including the entire employee base, is a smart practice and can help preserve the strategies you devise using technology alone. SunGard's Christopher Burgher explains the unusual practice some companies use to test security awareness. "We have heard of some companies that test their employees' security diligence by hiring a performer to walk around the facility in a costume, such as Marilyn Monroe, to see if any employees challenge the person on the premise," he says.

Quickest Tip To Implement: Padlock Your Printers

Focusing on servers and clients when securing a network is naturally crucial, but Tim Keanini, CTO of nCircle, warns there's something else lurking on every network that almost always needs attention. "Here is the riddle," Keanini says. "What lives on your network, has a lot of CPU clock speed, has a ton of memory, has not been patched in five years, and is still sitting there with default settings that make it completely insecure? Your printers. Yes, these are tools that will allow hackers to breach the network."

Although printer manufacturers are increasingly lending an eye toward beefing up the security on their devices, it's still up to you to make sure they're regularly patched and aren't using default usernames and passwords. If you consider the printer as vulnerable as any other computer on your network, you'll instantly have the motivation to shore up a potential hole.

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Better Backup & Recovery

Continued from Page 1

what you'll do if your backup media isn't working? The only way to be sure is to test it out."

A way to keep it interesting is to have one member of the IT staff decide on a nightmare scenario—the accounting department losing all of its email, for example—and spring it on a day reserved for the purpose. Or if a company is using a recovery service such as Ontrack, the vendor can help to create scary drills and guide IT through the procedures.

Consider Switching From Tape

Tape is inexpensive, well-used at smaller companies, and usually reliable. But it can be incredibly clumsy for storing data, and it doesn't fit as well into a self-created ILM strategy as disk, says Steve Hammond of Data Protection Solutions by Arco. "As controversial as it might sound, considering how many companies use tape, I think many would find that they like disk better if they give it a chance."

Disk storage is stable enough for backup and imaging, he notes, and works well for long-term storage. Also, it is ideally suited for SMEs, Hammond believes. "In a smaller business, data needs to be available, not offsite at a storage facility," he says. "But sometimes there simply isn't room or a way to store at the company. Disk can alleviate those hassles."

Biggest Time Saver: Use A Single Vendor

There are numerous arguments as to why a company should use multiple vendors for storage, most pointing to different levels of protection. But a single vendor that has a number of products can also offer a multilayered approach. More importantly, using one firm means fewer integration hassles and better tech support. Also, IT managers can often control hardware and software through a single interface, usually delivered online, so managers can check on their storage status from home on the weekend or while on the road.

Most Unusual Tip: Give Users More Power

Often, users need to be saved from themselves. They delete the wrong files, share their passwords via Post-It notes, and leave laptops on planes, trains, and automobiles. But they can also be helpful when it comes to data backup. Giving users the power to save data at a desktop level can prevent many of them from calling IT if things go awry. Also, they can take their files with them by popping a flash drive in their pockets.

The trick is in setting policies and procedures that are easy to follow and standardizing the equipment that's used. Some companies put a Maxtor OneTouch on every desk and ask users to simply hit the button at the end of the day. Others might give out USB drives and provide a one-hour lesson on what to save, why security is important, and how to retrieve data. This doesn't mean you can skip backup procedures, but it could cut down on the number of support calls.

Wireless Notebook Access (Almost) Anywhere

Continued from Page 1

States, and, according to which access data-access cards use, can even cover Western Europe, Japan, and parts of China.

Cellular Meets The Data Center

Cellular phone service contracts are often complex for consumers, and many IT admins burned by cell phone companies in the past as consumers might be wary of turning over a chunk of their IT budget for cellular wireless connections. IT training also usually does not have much to do with cellular services.

"I have absolutely no idea how any of it is handled, but I know it's out of my price range," says Steve Roberts, systems administrator for Maersk Sealand, who has many years of IT administration experience and whose reaction mirrors that of most network managers. "I don't even know if the data is encrypted over the airwaves. [Cellular data access with a laptop] is a great idea, though, and I do know it is available now, but that is where it ends."

Indeed, what many IT administrators do not know is that a user can get an access card for a laptop for about $100 and have unlimited connectivity around the United States for about $40 a month. Users access the Internet as if they were plugging into a landline DSL or a Wi-Fi connection while on the road. Instead of having to ponder contracts and different nomenclatures, including CDMA2000, CDMA 1x, or 3G connectivity as in the past, enterprises now only have to buy into plans by specifying the coverage and data rate they want, says Philip Solis, a senior analyst for ABI Research.

"The thing about these wireless access technologies is that they are really just another broadband access technology available to the end user. From the IT department's perspective, they are coming over the Internet just like a DSL or cable modem connection," Solis says. "They now have a fast enough connection to make it usable, and [cellular data connections from a laptop] run a VPN connection like they do for any other broadband connection type."

Compared to traditional landline connections, the security risk of cellular data connections is about the same.

Paying The Price

Monthly subscription fees for unlimited access for notebook cellular data connections vary from about $40 to over $100 a month per user for very high-speed data rates of over several hundred kilobits per second, which represents a hefty investment for a small to midsized enterprise's budget. Monthly fees for a 100-user network might cost $5,000 a month or $20,000 a month for a 500-user enterprise. However, while every user in 99% of all enterprises does not need the capability, certain users can benefit.

A field worker who needs a laptop to run spreadsheets or process information on a laptop before relaying it to the enterprise, for example, represents a viable use compared to a user who merely wants to access the Internet and check email during the daily commute. "You have to take into consideration how badly your users need to be connected and how to contain the costs so it doesn't get out of hand," says Rob Enderle, a principal analyst for Enderle Group.

Getting What You Pay For

Coverage and data transmission speeds vary according to what you pay for and where you are in the United States. For instance, very high-speed EVDO connections with several hundred kilobits per second transmission rates that Verizon offers are only available in major cities, with slower data rates elsewhere. "You can expect to have coverage in most areas in the U.S., but data rates will vary," Solis says. "You might have just less than 100Kbps of [data transmission speeds], but that is similar to older DSL or cable lines and is still decent."

Security Benefits

Besides the convenience of being able to roam with your laptop while remaining connected, laptop cellular connections are less hack-prone compared to Wi-Fi networks, the coverage of which only spans a limited distance. Hacking a Wi-Fi connection at a public access spot is doable for even amateur hackers, even when WEP encryption is turned on. Compared to traditional landline connections, the security risk of cellular data connections is about the same.

"Just like any kind of external connection, you are outside the firewall. Any protective measure you would apply to an outside person coming in, you would have to apply for cellular access as well." Enderle says. "Regardless of whether you use a Wi-Fi, landline, or a cellular wireless connection, you often have no way of assuring that the person on the other end is who they say they are since very often you don't have authentication. These are things you must think through."

Choosing A Provider

Wireless data providers now offer straightforward packages for unlimited access to their cellular data networks for laptop connections, according to analysts. Instead of having to interpret the alphabet soup of different CDMA standards, it is only a question of specifying the data connection speeds you desire and the coverage in the United States or around the world that is required. The largest vendors include Verizon, Sprint, and Cingular. For more information about availability and coverage in your area, see the links below.

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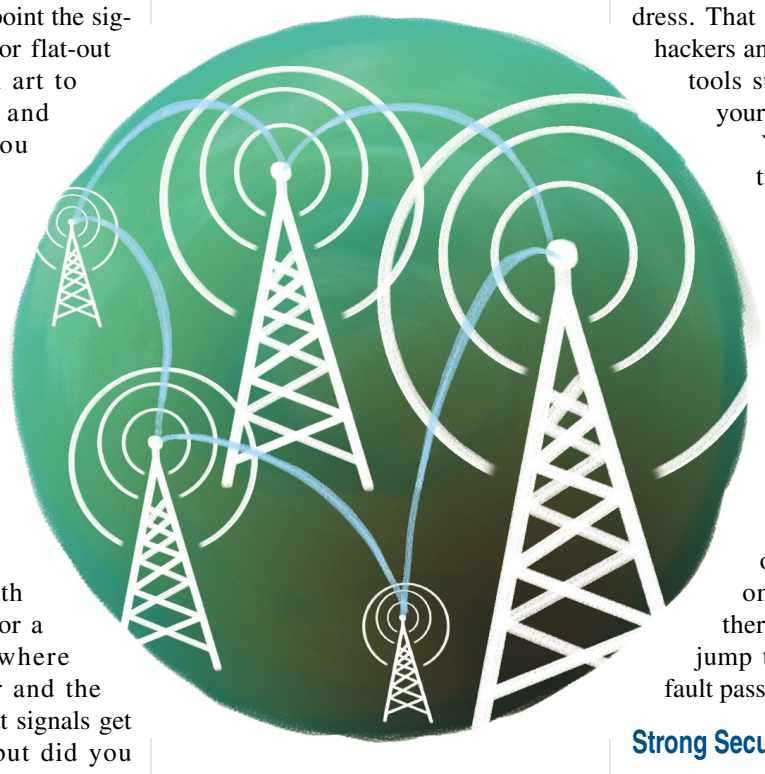
Moving Toward Wireless Everywhere

Tips On Complete Coverage & Special Tools

by David Garrett

• • •

Wireless is everywhere. You can't enter a bookstore, coffee shop, or corporate office without bumping into a radio signal—at which point the signal often fades, flickers, or flat-out dies. In fact, there's an art to giving good coverage, and these tips will help you master it with flair.



It's All About The AP

You know that access point placement makes all the difference. But do you let your APs overlap? If you do, you not only ensure coverage, you give users a combined throughput that exceeds 11Mbps.

And watch out for path loss, the technical term for a signal that dies somewhere between the transmitter and the receiver. We all know that signals get weaker with distance, but did you know that ceilings, walls, and cubicles can stop a signal dead? A signal can move quickly through plywood, but it rarely goes through steel and solid metals with ease, and those are just what cubicles are made of. Tinted glass also obstructs signals.

You should also watch out for heavy foliage. Dense leaves, trunks, and bark can badly refract a signal, so when you're planning an outdoor deployment, try to do it when spring is in the air and the plants are in full bloom, to test in worst-case conditions.

Yagis: Watch Out For Windows!

A yagi is not a beast that wanders the mountain pass. (That's a yeti.) A yagi is a type of antenna, and it's powerful, cheap, and dangerous. If you think a signal extends about 100 feet from an access point, you're wrong. In fact, it extends much farther; it's just that weak antennas in NIC cards don't pick up a signal unless they're fairly close.

Enter the yagi. You've seen them in spy movies, but for all their esoteric flash, you can find them for as little as $100 online. And that means that intruders can pick up your network's signal from a rooftop that's several blocks away.

The bottom line? When you're planning your access points, put them at the center of your building and not next to the windows. It makes it harder for long-range antennas to find the signal because there's more interference between the building's perimeter and its core.

Warehouse Woes

Wireless is often a welcome addition to a warehouse, but it can be hard to set up. According to experts at PSION Teklogix, you should plan carefully for deployments.

What's the first thing to consider? Inventory. It fluctuates, and you need to plan your coverage areas and signal paths when inventory is at its peak. If not, you'll have good coverage when the warehouse is empty but poor coverage when it fills up with boxes, containers, and forklifts.

You should also consider new standards, such as 802.3af, which gives power and data through Ethernet. The benefits are clear: a cheaper installation with fewer cables to run but just as much coverage.

And lastly, don't forget to factor in roaming. Perhaps nowhere else do users roam from place to place like they do in a warehouse. (In fact, most inventory systems demand a roaming user.) Standards such as InterAccess Point Protocol can help. It's new, and not all vendors support it, but it does make roaming nearly seamless. Check with your vendor to see if your equipment can use it.

WEP Rules

Everyone knows that WEP isn't very secure, and most admins know enough to enable it nevertheless. (Some security, after all, is better than none.) And a good number of network admins know enough to change the default SSID. But too many change it to something predictable—something that involves a company name, department name, product name, or even some kind of play on an office address. That makes it all too easy for hackers and unwanted surfers to use tools such as AirSnort to break your WEP keys.

You should also change the default password on your access point or router. Most hackers know the default passwords by heart. They are set at the factory, and they're fairly standard. Programs such as NetStumbler, which let you scan an area for Wi-Fi networks, can identify the manufacturer of an access point based on a MAC address. From there, it's a hop, skip, and a jump to logging on with a default password.

Strong Security

No set of tips on wireless coverage would be complete without a few advanced tips on security. According to Allen Daniels, network administrator for Aelera Resources, digital certificates can give you an added layer of security on wireless networks. "Thawte and VeriSign both offer certificate servers," says Daniels, "but for basic internal use, Microsoft's Certificate Server can give you an extra layer of protection, too."

You should also consider other types of authentication, such as RADIUS. RADIUS, short for Remote Authentication Dial-In User Service, lets remote users authenticate with a central server before signing on to a network (much like certificates do). RADIUS is not part of the 802.11b standard, but it is supported on a number of access points from Intermec, ORiNOCO, and others.

Most Unusual Tip: Watch Out For Fish

Water, believe it or not, can wreak havoc on a wireless signal. That's one of the reasons that wireless does so badly in the rain: The water that clings to walls, floors, roofs, and windows can bounce the signal about like crazy, making it harder for signals to reach your NIC. But because it rarely rains in your office, you need to watch out for other water interference to keep from getting wet. For instance, never put an access point behind a water cooler or even a refrigerator. And watch out for aquariums. Your fish don't need wireless access, but if you put your access point behind their tank, they'll be the only ones who can use it.

Quickest Tip To Implement: Unidirectional Antenna

Here's a tip that's quick to implement and highly useful. If you have a spot where users congregate—and above all one that's subject to path loss and interference—use a unidirectional antenna. You can point it to a trouble spot with laser-like focus and broadcast a wireless signal directly to the table or room that needs strong coverage. You can even point it to a building across the street, such as a coffee shop, where your users go for a snack. (Just be sure to observe good security protocols if you do.)

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The Right Helping Hands Make A Difference

Tips For Finding & Retaining Employees Who Will Increase Productivity

by Douglas Schweitzer, Sc.D.

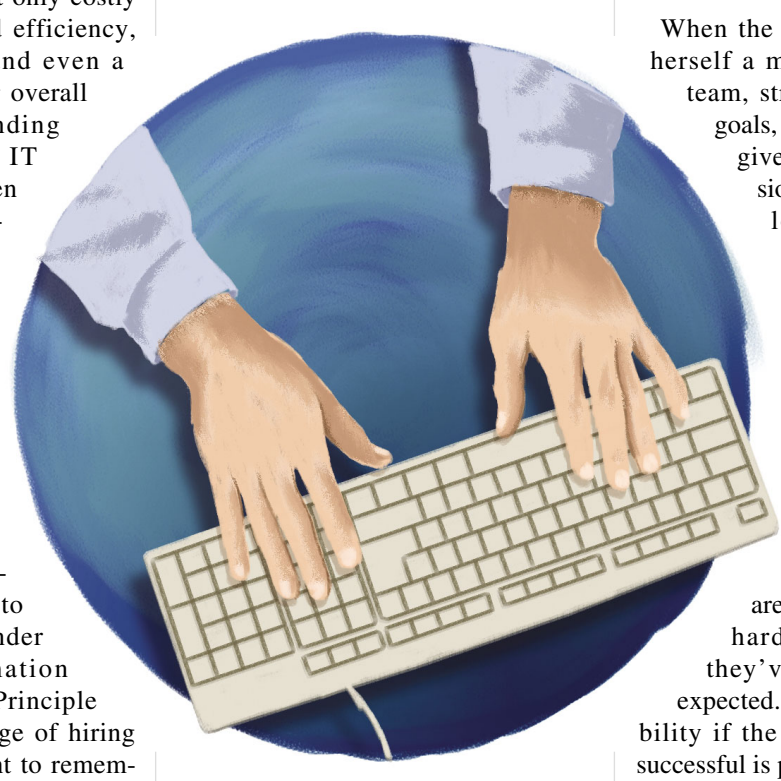
• • •

Let's face it: Finding and retaining the right workers is important to the success of your data center. High employee turnover is not only costly but can lead to reduced efficiency, lower effectiveness, and even a negative impact on your overall bottom line. While finding and retaining skilled IT workers has always been a challenge, the following tips can help you attract the right workers to suit the needs of your small to medium-sized enterprise.

Recruiting & Retaining

Maintaining the right staff for your organization starts with the hiring process. According to Kevin Beaver, the founder and principal information security consultant of Principle Logic, for those in charge of hiring personnel, "It's important to remember that subject matter expertise is only part of the equation and is rarely an indicator of an overall high-quality employee."

Other attributes need to be evaluated, as well. In fact, new employees, or those still in their probationary period, if your company has one, should be screened for several qualities. Ed Tittel, series editor for Que Exam Cram 2 and Training Guides, says employers should see how new employees handle making mistakes, ask employees about how they've learned from making mistakes or doing things wrong, and talk about how the employees rise to a challenge or deal with adversity. A clearer, broader picture of that employee will emerge. In addition, Tittel suggests you reference pay scales to external forms of information such as salary surveys, compensation studies, etc., as well as create pay-for-performance schemes so motivated employees can make more money.



For Ken M. Shaurette, information security solutions manager of MPC Security Solutions Group, a potential employee's "most important attribute is attitude. The candidate must be honest; exhibit positive, forward thinking; be passionate about themselves; and most of all enjoy what they do, regardless whether it is specific to the talents I need in my position." Shaurette adds, "Second, the candidate must have the aptitude. They don't necessarily need to be the expert in security, for example, but they do need to have the ability to learn with some base or foundation on which to build. Their attitude will drive them to be the very best, to learn, to excel, and in the end to be the kind of employee that anyone would want."

The Wise Boss

When the boss makes himself or herself a member of the working team, striding toward the same goals, a natural progression of give-and-take, open discussions, and idea sharing follow. Beaver says, "A great manager properly sets team member expectations, delegates tasks, works constantly to set people up for success, thinks long term, and most importantly, leads by example." The effective boss makes sure that his employees are acknowledged for their hard work, especially if they've delivered more than expected. An important responsibility if the boss/manager is to be successful is providing tools and training for all employees where they are necessary for carrying out job duties. "A good person to work for is someone who's secure enough with his knowledge and abilities and knows when to keep his hands off and not micromanage," Beaver says.

Employers always look for a wide range of qualifications in a new employee. But the employers often ignore an applicant's passion. According to MPC's Shaurette, "Probably most important, the candidate must want to have fun in their job. Negativity is like the bad apple that spoils the bunch. All the talent in the world can't overcome someone with a negative attitude. It is infectious, and not in a positive way. On the other hand, someone who really enjoys life and looks for ways to make their job fun and enjoyable is just as infectious and results in a great team."

Biggest Timesaver: The Right Kind Of Boss

The right kind of employer spends less time talking and dictating and more time listening. In addition, a good boss will delegate more and manage less. By delegating certain tasks, the boss can apply his or her talents elsewhere, at the same time providing managers with the freedom to develop policies and practices to aid subordinates in carrying out their responsibilities. When the boss establishes clear objectives but without spelling out each step toward attaining those ends, the staff (with their hands-on efforts) will follow suit and determine the best means for attaining those goals and results. Trust in employees brings about innovation and lets them feel free to offer suggestions and ideas, which cultivates an environment where open communication is the norm, not the exception.

Quickest Tip To Implement: The Workplace Environment

An easy way to foster an aura of comfort and feeling of warm reception is by making an attractive workplace, says Ed Tittel, series editor for Que Exam Cram 2 and Training Guides. Sofas and easy chairs placed in entry areas and elsewhere within your company encourage a feeling of hospitality and welcome. Company hospitality is easily expressed with free beverages (especially the proverbial water cooler) and snacks and with periodic catered meals or meals hosted outside the office. These perks can cultivate camaraderie and encourage a team spirit among the employees. Allowing your employees to personalize their workspaces cultivates comfort, promotes individuality, and discourages your workers from feeling like just cogs in a wheel. If employees are more comfortable in their workplace setting, they'll be happier and, theoretically, more productive.

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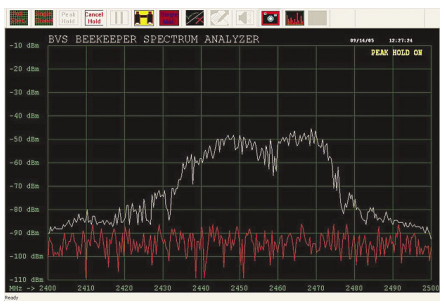

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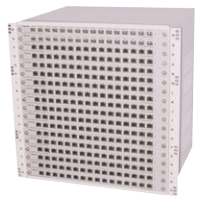

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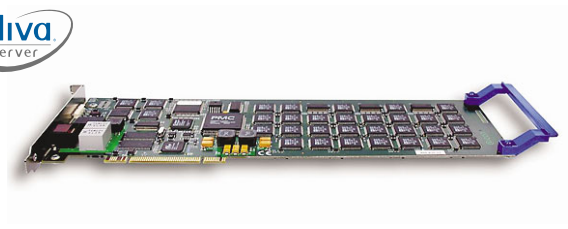

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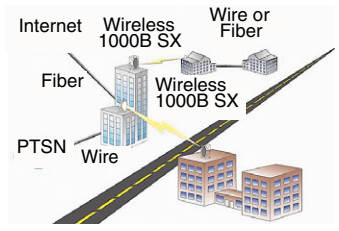

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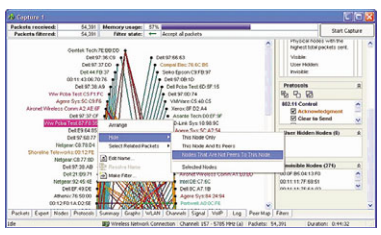

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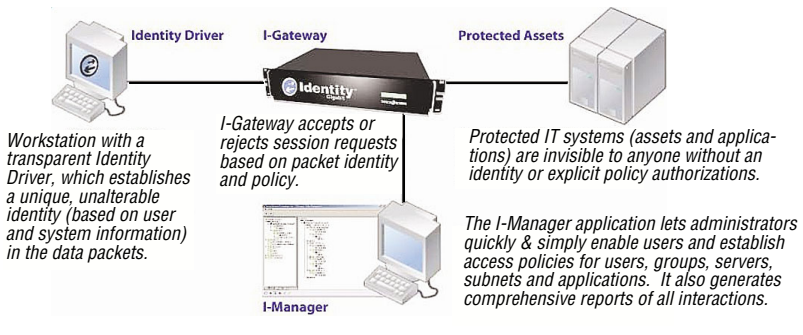

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Product Releases

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Cable Distribution

■ **ADC** expanded its FiberGuide series with the release of RiserGuide, an on-demand cable management system. RiserGuide utilizes ADC's Snap-Fit platform, which delivers flexible cable management and toolless installation for vertical and horizontal rack riser applications. For vertical applications, users can install RiserGuide between cabinets or active equipment racks; RiserGuide fits within a rack or cabinet for horizontal applications. RiserGuide will be targeted at cable and wireless operators, Fortune 1,000 companies, and other assorted service providers.

COMMUNICATIONS

Network & Systems Management

■ **BlueCat Networks** released its Proteus Enterprise IPAM (Internet Protocol Address Management) appliance to participants in an Early Adopter Program for testing. Proteus was created to streamline the administration and management of IP inventories as well as DNS name space and DHCP allocation. Proteus has a dual-core architecture design and can be adapted to meet the needs of any organization by enabling organizations to tag and classify assets in accordance with its existing data structures. For scalability, Proteus provides multiple configuration options for organizations that are looking to centralize critical and disparate resources. With powerful new wizards, Proteus streamlines the deployment of new architectures and topologies. The commercial release of Proteus is set for next month.

• • • • •

■ **Infoblox** announced IDeal IP, a network identity appliance. It provides internal and external DNS, DHCP, and IPAM. It supports applications such as NAC, VoIP, and wireless networking. The appliance's GUI is accessible from any Web browser and includes built-in IPAM reporting. IDeal IP uses the Infoblox NIOS OS and has an integrated TFTP server that can download firmware and configuration files directly to VoIP phones and any other installed network devices.

• • • • •

■ **WildPackets** released an upgrade for its EtherPeek product line. The line, products that enable IT managers to easily optimize and troubleshoot their networks and deploy and maintain VoIP, will now feature settings to enforce security policies, new protocol decodes, and real-time application analysis, among other things. The new line included three products. EtherPeek VX is a VoIP network analyzer that offers real-time diagnostics for both Ethernet and VoIP systems; EtherPeek NX lets users quickly view application flows; and EtherPeek SE is a network and protocol analyzer that delivers LAN packet analysis.

Router

■ **Linksys** introduced the Linksys, one product family with the following three offerings: the SRV3000 16-Port Services Router, PHM12000 Color Manager IP Phone, and VGA2000 Analog VoIP Gateway. The SVR3000 offers 16 ports of fast Ethernet LAN switching with support for the IEEE 802.3af PoE standard. The PHM-1200 is a SIP-based phone that has a color backlit screen, and the VGA2000 features local PSTN access and E911 support.

Security

■ **Aventail** released the Aventail EX-2500, which is an SSL VPN appliance. The company is targeting the EX-2500 at midsized and large enterprises that need to deploy (or have deployed) remote users. The device supports 2,000 concurrent users and has active/active stateful failover. The device also supports load balancing in two-node clusters. The EX-2500 includes Aventail Secure Desktop, Connect, On-Demand, and Mobile, as well as Aventail ST, the company's Smart Technology SSL VPN Platform. The device works on all network connections, including wireless, with pricing starting at $26,995 for 100 concurrent users.

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■ **Caymas Systems** announced that the Caymas 220, Caymas 318, and Caymas 525 Access Gateways are now being equipped with its Guest Access capability. Caymas Guest Access lets organizations detect unmanaged users and secure access to wired and wireless LANs based on the identity of users, devices, and location. When a user connects to a LAN, Guest Access checks the security status for compliance and then gives the user proper access based on the permission level granted by the network. These gateways support SSL VPN clientless remote access and employ ASIC (application-specific integrated circuit) acceleration technologies for LAN deployment.

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■ **CipherTrust** is targeting its new gateway security appliance, CipherTrust IronNet, at businesses that want to prevent intellectual property loss and meet government requirements. The device has several features that let it enforce corporate policies in email, instant messages, Webmail, and FTP, HTTP, and peer to peer activities. The system has a GUI that lets administrators apply policies across all messaging protocols. The device supports CipherTrustCentral, which lets it combine policies for inbound and outbound traffic. The CipherTrust IronNet also supports MSN Hotmail, Yahoo! Mail, and Google Gmail, as well as message boards, blogs, and Skype. It can analyze outbound messaging traffic and identify email messages that have private data, including customer and employee data. It can also log message traffic and lets administrators customize archiving policies. The IronNet will be available for $5,995 in the first quarter of next year.

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■ **TippingPoint** introduced the TippingPoint X505, an integrated security platform built upon IPS technology, combining stateful inspection firewall, IPSec VPN, bandwidth management, Web content filtering and dynamic routing. The underlying architecture of the TippingPoint X505 is the IPS technology, which blocks worms, viruses, Trojans, DoS attacks, spyware, phishing, VoIP threats, and other attacks.

Switch

■ **ZyXEL** introduced ES-2108 and ES-2108-G, new Layer 2 Ethernet switches. Both models include eight 10/100Mbps Ethernet ports, but the ES-2108-G also includes one Gigabit Uplink port. Security features include 802.1x user authentication and support for more than 8,000 MAC addresses. Access policies may differ depending on MAC address. The ES-2108 also features support for ZyXEL's iStacking clustering management technology. Using iStack, the ES-2108 can locate other compatible switches and allows administrators to work with up 24 switches from a single IP address. Both a Web and Telnet interface are available and administrators can encrypt communications with the switch using SSH or SSL/TLS.

Telephony

■ **D-Link** is offering a new package of products for small-business VoIP installations. Its new xStack IP Telephony package includes three components: a DVX-1000 IP PBX system, a DVG-3004S SIP Analog Trunk Gateway, and a DPH-140S IP Business Phone. The DVX-1000 supports up to 25 extensions and includes an RJ-11 port for connecting external phones or PSTN (public switched telephone network) service. Web-based tools help administrators designate specific extensions to employees with specific functions, and employees can even fine tune these settings themselves. The DVG-3004S acts as a gateway for those wishing to connect their VoIP system to a local PSTN system. The DVG-3004S can also connect remote VoIP systems to save on traditional phone charges. The DPH-140S includes a 2.5-inch LCD that displays caller ID, outgoing phone numbers, and directory listings. The phone also includes an integrated speakerphone.

Wireless

■ **Cisco** introduced the Unified Wireless Network, which provides the infrastructure to develop and maintain a wireless and wired network. New related products include the Cisco WiSM (Wireless Service Module) and the Cisco Wireless LAN Controller Module. WiSM was developed for the Catalyst 6500 Series, and the Wireless LAN Controller Module was designed for the Integrated Services Router family. The Unified Wireless Network incorporates RF technology and is fully compatible with the Cisco Self-Defending Network for improved network security. It also includes Network

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Protect Local Circuits & Upstream Circuit Breakers

New Server Technology Cabinet Power Distribution Models Help Solve High-Density, High-Power Conundrum

by John Brandon

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IT'S AN ELUSIVE GOAL: A data center must be both compact and powerful. Considering that computer labs from 30 years ago took up an entire floor, many server rooms are relatively minute, freeing up space for developers, managers, and contractors. Even though administrators have to work in a limited space within an enterprise, server demands are increasing with more-powerful applications.

Server Technology's Sentry CDU (Cabinet Power Distribution Unit) products provide high power loads from 4,100W to 22,000W. The enclosures work with blade servers, cluster servers, and other data center gear.

Three new models help solve the high-density and high-power conundrum. The Metered CDU provides single or three-phase power output and is available in 10 vertical zero-U models and four horizontal rackmount models.

The Smart CDU extends the capability of the Metered CDU by adding an Ethernet interface, which admins can use to monitor input current levels on each circuit and receive alarms for excessive heat and humidity. It supports two external temperature and humidity probes.

The third new model, Switched CDU, provides remote monitoring and control options. Admins can use a Web interface, SSH, SNMP, or RS-232 serial communication for IP-based power outage control.

The CDU enclosures support single and dual power feeds and reboots via IP, and they provide 84 out receptacles and multiple power feeds. The models also support Server Technology's Enterprise View PDU Manager and IP-based power distribution controller.

The most important new feature on all three CDUs is certification with the new UL 60950-1 criteria. The CDUs use UL-listed Bussman SC fuses for each branch circuit. The branch circuit protection supports single-phase 110V, 208V, and 240V and three-phase 208V circuits. In an enterprise data center, the overcurrent protection prevents circuit breakers from tripping in an upstream location. Because of the Sentry CDU's unique selective coordination process, the circuits in the data center are safe and won't affect other circuits in the building, potentially causing widespread power loss. Other PDU enclosures, such those from HP and ADC, protect just the local circuit breaker but not the upstream circuits.

The Sentry CDU's ability to monitor and distribute power for each branch circuit, along with its support for remote reboot features, cabinet temperature alarms, and three-phase load balancing, set this enclosure apart from other zero-U and rack-mount cabinets.

SNAPSHOT

Server Technology Sentry CDU

Pricing varies by installation

Includes remote reboot, cabinet temperature alarm, and three-phase load balancing features

www.Processor.com /ServerTechnology2

Product Releases

Continued from Page 16

Admission Control for protection of the devices that access the network. The WiSM lets Catalyst 6500 switches control up to 1,500 lightweight APs (access points) for each chassis. Each module supports up to 300 APs. The Wireless LAN Controller Module offers security features, such as wireless intrusion protection. It also supports up to six lightweight APs. Cisco also introduced Cisco Wireless Mesh, which incorporates the Adaptive Wireless Path Protocol and provides wireless routing for large wireless environments. Wireless Path Protocol lets a remote AP identify and use the best data path among the available APs in the mesh area. Cisco has also released the Aironet 1500 Series of APs, which can be installed on locations such as rooftops, light posts, and power poles. An Aironet 1500 AP can automatically configure itself, even after a power outage or other interruption. These APs incorporate two radios, one for AP-to-AP communications and the other for all available data channels. The Aironet 1500 APs also include node-to-node AES, WPA2, WPA, and WEP.

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■ **SMC Networks** announced a new line of 802.11g wireless networking products that use MIMO technology to speed data transmission, improve reliability, and increase the range of wireless networks. This month SMC will roll out the Barricade g 802.11g MIMO Wireless Cable/DSL Broadband Router, the EZ Connect g 802.11g MIMO Wireless Cardbus Adapter, and the EZ Connect g 802.11g MIMO Wireless PCI Adapter. Additional MIMO-enabled 802.11g products are expected to follow in the first quarter of next year.

END NODES

Components

■ **TRENDnet's** new HotFlash TEW-428UF combines several travel tools in one. The LCD display helps locate open 802.11g networks within 200 feet. Once you find a network, the HotFlash also acts as an 802.11g adapter to let you quickly connect. Finally, the HotFlash includes 512MB of storage capacity. All of these components are integrated into a relatively small USB adapter. TRENDnet expects to ship the TEW-428UF next month for an average price of $99.99.

Printer

■ **Imagistics** released its latest black/white multifunctional product, the im9220, which has print, copy, scan, and security features. The device offers output of 92ppm and functions in constant use environments. The device supports up to 750,000 print or copy impressions per month and has off-line finishing and booklet trimming features. Imagistics is targeting the device at corporate CRD/Print centers and hat offices that require high-volume printing devices. The im9220 supports 12- x 18-inch paper up to 13 pounds. Users can take advantage of the 80-page booklet maker, which has trifold capabilities. An optional Z-fold punch lets users print 11- x 17-inch folded and punched pages. The im9220 offers 600 x 600dpi and has PCL and Visual Print drives. It offers Scan To Email, Scan To FTP Server, Scan To Hard Drive, and Scan To SMB Server features. The included account modes let the device track network authentication and usage and automatically delete information from the hard drive and memory. The device supports PDF, TIFF, and JPEG file formats and will offer one-touch scanning at speeds up to 92ppm.

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■ **Zebra's** new P110i card printer is billed as an inexpensive, single-sided card printer and is offered as an alternative to the company's P120i dual-sided card printer. The P110i uses Zebra TrueColours ribbons, which use a wider ribbon for better edge-to-edge printing. Zebra's Load-N-Go technology makes changing ribbons a snap, and an LCD display makes it easier to work with printers. It can handle up to 100 30mm thick cards, and an optional Card-Sense loader lets users insert a single card in the front of the printer. The card is brought into the printer, printed, and returned out the front of the printer. Optional magnetic strip encoders are also available.

Server

■ **Bull's** lineup of NovaScale 7000 servers will deliver improved flexibility, openness, and power for data centers running GCOS 7 applications. The servers are able to simultaneously run GCOS 7, Linux, and Windows environments, giving users the opportunity to consolidate servers and reduce costs. Currently the NovaScale 7160 and 7320 are the only available servers in the family, offering 16 and 32 Intel Itanium 2 processors, respectively.

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■ The NetFrame 1420 is a new rackmountable server from **MPC Computers**. The 1U system features 3Gbps SATA with hot-swappability (one of the optional features of 3Gbps SATA, often erroneously called "SATA II") and supports up to 8GB of ECC DDR2 memory. It's based on a Supermicro mainboard with an Intel E7230 chipset, which supports Pentium D, Pentium 4, and Celeron D processors, as well as PCI-X.

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■ **Sun Microsystems** announced performance upgrades to its Sun Fire x64 (x86, 64-bit) servers powered by the AMD Opteron processor, new high performance computing tools and applications for x64 and SPARC(R) processor-based Sun Fire servers running the Solaris 10 OS, alliances with HPC industry leaders, and storage

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The Super Listener

Bluesocket BlueSecure First To Market Centralized IPS For RF Transmissions

by Sandra Kay Miller

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NOT EVERYONE WANTS wireless networks in their enterprise. However, in certain environments, such as high-rise buildings, deploying a comprehensive RF (radio frequency) sensing system can involve installing literally hundreds of sensors. To combat this problem, Bluesocket introduced BlueSecure Centralized Intrusion Protection System, the first centralized solution for detecting unauthorized RF transmissions.

Bluesocket's unique phased array antenna is made up of eight RF panels (six horizontal and two vertical) offering maximum coverage. Inside are two arrays: 802.11a and 802.11b/g linked together with an RF sensor. Likened to a mini cell tower, this powerful receiver can detect RF signals up to 2.5 million square feet, or about six stories of a Class-A office building. The sensor connects to Bluesocket's BlueView Management System software via Ethernet.

Mike Puglia, director of product management at Bluesocket, explains that customer demand, especially organizations that need to adhere to National Institute of Standards and Technologies recommendations, regulatory compliance, and Department of Defense Wireless Directive Number 8100.2, was the driving factor for a centralized solution.

Rapidly being deployed in the banking, insurance, healthcare, and government sectors, BlueSecure Centralized IPS fits the needs of multiple situations: those with no wireless who want to keep it out, those with legacy access points that do not perform sensing, and those with new wireless installations with built-in intrusion detection systems in existing access points.

BlueSecure Centralized IPS offers coverage against wireless threats such as rogue access points and clients, ad-hoc (peer-to-peer) associations, and neighboring wireless installations that want blanket coverage.

Comprehensive RF monitoring means that security administrators are immediately alerted to active maliciousness such as wardriving, MAC spoofing, and denial-of-service attacks. With the information reported back to the BlueView Management System, administrators can identify suspected problems, such as misconfigurations and malfunctions, with both access points and clients.

Sophisticated diagnostics tools offer remote troubleshooting through per-station statistical breakdown and seven-layer traffic analysis. BlueView also serves up comprehensive real-time information about the users and resources on and around the wireless network. In office buildings and business parks, identifying existing neighboring WLAN is just as important as recognizing intruders.

Bluesocket's innovative BlueSecure Centralized Intrusion Protection System offers a single-point RF sensing solution whether you're trying to prevent unauthorized wireless installations on your network or protect an existing WLAN deployment.

SNAPSHOT

BlueSocket BlueSecure Centralized Intrusion Protection System

$5,700 for the sensor; $9,995 for BlueView Management System

A centralized RF sensor combined with BlueView Management System software that helps protect up to a five-story building from wireless threats such as rogue access points and intruders

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Product Releases

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technologies to enable rapid deployment of power-efficient Terascale compute clusters.

Storage

■ **Dot Hill's** SANnet II U320, a seventh-generation SCSI appliance, delivers twice the performance as the SCSI-160 standard at the same price. Promising data transfer rates of up to 320MBps, the SANnet II U320 offers new features such as quick arbitration select and packetization maximization.

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■ The new Micro Mini Hard Drives from **Iomega** come in 4GB and 8GB capacities and feature drop shock technology to help protect the drive in rough mobile environments. Both drives run at 4,200rpm and include a fold USB connector. The drives are powered via the USB port and are compatible with USB 2.0 and 1.1 ports. Iomega's Automatic Backup and Automatic Backup Pro for the Mac OS and Windows, respectively, provide for easy backup and restore. MUSICMATCH Jukebox lets you listen to and manage your digital music, and Adobe Photoshop Album SE (for Windows) lets you work with digital images. The 4GB model sells for $129.95, and the 8GB model sells for $169.95.

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■ **Isilon Systems** introduced the Isilon IQ Accelerator. This product can improve the efficiency of an existing Isilon IQ clustered system. The Isilon IQ Accelerator uses Isilon Systems' OneFS distributed file system software and requires only half as much rack space and a third as much power as the average storage system. The IQ Accelerator supports up to 6GBps of throughput for the Isilon IQ 1920, 3000, 4800, and 6000 clustered storage systems. The product also provides DPA (Dynamic Performance Accelerations), which automatically turbo-charges data storage performance in less than 15 seconds.

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■ **LaCie** offers 40GB, 80GB, and 120GB versions of its new SAFE Mobile Hard Drive. The SAFE drive uses 56-bit DES or 128-bit Triple-DES encryption. The keys are stored on the hard drive, and you can set up as many as five users each with different access rights. The SAFE drive also includes a fingerprint scanner to activate the drive. The SAFE drive is compatible with USB 2.0 and doesn't require an external power source, making it easy to carry the drive with you. LaCie also sells a SAFE drive without encryption for personal users who just want to protect their personal data using the fingerprint access.

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■ The SATABeast is a new storage array for the enterprise from **Nexsan**. The SATABeast stores up to 21TB in a 4U rackmount unit at about $2,100 per terabyte. Besides the antivibration and cooling features one would expect, Nexsan also provides AutoMAID, technology that moves unused drives into an idle state while still preserving near-instantaneous data access.

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■ **ONStor** announced the Bobcat 2280, which combines a scalable NAS gateway platform with a high-performance file data streaming engine. The Bobcat 2280 NAS Gateways are targeted at streaming media and content delivery, E-CAD, seismic data analysis, digital effects, and other applications requiring large file read/writes. With the new FastPath streaming performance accelerator chip, the Bobcat 2280 provides 40% greater performance than previous generations and 300MBps sustained reads and 265MBps sustained writes. Additionally, aggregate throughput can grow linearly to 1.2GB per second as NAS Gateways are added to the cluster using the integrated n-way clustering capabilities. The hardware platform of the Bobcat 2280 employs 64-bit network processors in order to deliver both performance and efficiency. The Bobcat 2280 occupies 1U of rack height and consumes 160W.

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■ **Silicon Graphics** announced native InfiniBand interface support for its InfiniteStorage TP9700 array. The company says that this is an industry first server-to-storage InfiniBand application and that it allows customers to expand existing InfiniBand clusters with additional storage. In other news, SGI's new Altix 4000 is a 64-bit Linux blade server with the company's NUMAflex architecture.

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■ **StoneFly's** new OptiSAN is IP SAN-based and ready to complement existing Fibre Channel SANs. Block-level provisioning, data recovery snapshots, and local and campus mirroring are part of the package. The lineup starts with a one-array, 3.5TB configuration for approximately $17,995 and peaks with a 7TB edition for $23,995.

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■ **Texas Memory Systems** announced that it has developed solid state storage technology that uses an InfiniBand interface. The InfiniBand interface is an open I/O architecture that provides scaleable performance of 2.5 to 120Gbps. By using 4x InfiniBand, a single RamSan solid state disk can offer up to 3Gbps of sustained random data access over just four interface ports. InfiniBand-based RamSan solid state disk systems are expected to be available in the early part of next year.

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■ **Verari Systems** announced the VS7000i native InfiniBand attached storage system. Based on Verari Systems' VS7000 controller technology, the VS7000i helps business achieve a converged HPCC (High Performance Computing Cluster) by uniting storage, communications, and clustering on a common SAN. The VS7000i promises powerful storage controllers and 10Gb InfiniBand interfaces, making it ideal for high-performance computing environments that store and utilize large quantities of data. The VS7000i is available through Verari Systems in a variety of configurations to meet each customer's requirements.

Thin Client

■ **Neoware** announced two new additions to its thin-client portfolio, the Neoware c50 and the Neoware e370. The Neoware c50 starts at $299 and offers a choice of Windows CE, Windows XP, and Linux operating systems. The Neoware e370 starts at $1,049 and has an integrated 17-inch flat panel that offers almost 30% more viewing area than comparable 15-inch displays. Neoware Image Manager, an on-demand streaming software for thin clients and Neoware thin-client appliances provide customers with a way to centrally manage and deliver enterprise applications in a reliable, secure, and affordable way. All Neoware thin clients work with Neoware ezRemote Manager, a management solution that is based on open, standards-based protocols, thereby letting enterprises integrate Neoware thin clients with PC networks and integrate thin-client management with existing PC management tools, including Altiris, Microsoft SMS, and IBM Tivoli.

SOFTWARE

Application & Web Development

■ **Ember** released its second-generation ZigBee protocol stack, EmberZNet 2.0. The networking software supports cluster tree, mesh, and star network topologies and offers broad interoperability, low costs, and long battery life. The software supports user-defined network applications and home control application profiles. EmberZnet also has an over-the-air boot loader that lets administrators deploy upgrades later on. Ember WorkBench, which is a development environment, lets users develop or debug applications over the network at once. The software also has a scalable ZigBee implementation that gives device manufacturers microcontroller options. EmberZNet 2.0 supports Atmel and Texas Instruments microcontroller platforms, among others, and includes EM250 ZigBee system-on-a-chip and EM260 ZigBee network processor. Current customers can upgrade for free.

Business Productivity

■ **Altiris** unveiled its Total Management Suite, an integrated, heterogeneous management package. Altiris Total Management Suite assists IT departments in tackling issues involving security, excessive overhead, compliance, and IT management change. The software features Atiris Client Management Suite, which lets IT administrators manage,

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3Gbps Serial ATA Storage Systems Target SMEs

Promise Technology Expands SCSI-to-SATA Storage Lineup

by Joseph Pasquini

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As SATA disk technology proves its worth as a reasonably priced alternative to more traditional storage, more and more enterprises are taking notice. Promise Technology's VTrak M200p/M300p/M500p lineup of SCSI-to-SATA storage products is intended to address the needs of small to midsized enterprises seeking high-performance 3Gbps solutions capable of handling both application services and disk-to-disk backup and direct-attached storage.

The new rack-mountable VTrak systems provide dual-channel 320Mbps SCSI host interfaces for server clusters and direct attached storage needs. Each M-class system features dual-port SATA 3Gbps RAID controllers, redundant power supplies and cooling components, an I/O processor based on Intel XScale technology, and ECC cache memory complete with battery backup. According to Promise, the M200p/M300p/M500p storage systems are certified for Microsoft Windows Server 2003 Enterprise Edition for use on clusters up to eight nodes.

The VTrak M-class also provides advanced RAID array features.

Promise has also bundled several data protection features into the VTrak M-class, including PDM (Predictive Data Migration), Media Patrol, and PerfectRAID and support for RAID levels 0, 1, 1E, 10, and 50. SATA features such as Native Command Queuing, staggered spin-up, and hot-swappable drives are also supported. Promise's use of PDM technology lets it proactively detect impending drive failures and automatically relocate data onto a healthy spindle. Multiple global or dedicated hot-spare drives are also supported. The M200p provides eight bays in a 2U footprint; the M300p offers 12 bays in a similarly sized enclosure; the M500p offers a maximum capacity of 7.5TB when all of its 15 drives are populated.

The VTrak M-class also provides advanced RAID array features, including multiple logical drive support, online capacity expansion and RAID level migration, nonvolatile error logging, advanced SCSI command support, and enhanced SMART support. Also supported are features such as LUN masking, mapping, and carving, which allows for resource sharing between OSes. Windows, Linux, Solaris, Netware, and Macintosh are supported. Storage management is accomplished via Promise's Web Promise Array Management PROe software.

Promise isn't the only vendor offering 3Gbps in the SCSI-to-SATA arena. Using 12 400GB drives, the Plasmon Raidtec CS3102 provides up to 4.8TB of storage within a 2U rack-mountable enclosure. Infortrend's G2421 subsystems can accommodate a maximum of 12TB of storage within a 4U, 24-bay enclosure.

SNAPSHOT

Promise VTrak M200p/M300p/M500p

Starts at $3,699 for an unpopulated 8-bay chassis

Lineup of 3Gbps SCSI-to-SATA storage systems offering high-speed connectivity and advanced data protection options to SMEs

www.Processor.com/Promise5

Product Releases

Continued from Page 18

deploy, and troubleshoot systems from remote locations. The Altiris Server Management Suite manages business-critical servers, and Altiris Security Management Suite pairs seven-area vulnerability assessment with remediation tools for system integrity and information security. Altiris Total Management Suite is available for $199.50 and a 200-node required minimum purchase.

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■ **Business Objects** announced Crystal Xcelsius, which lets users turn ordinary Excel spreadsheets into interactive visual analytics that display business information in a variety of styles. Crystal Xcelsius provides business users with a point-and-click interface that allows them to collaborate with colleagues. For example, a sales manager can transform an Excel spreadsheet representing quarterly results from the Northeast region into an interactive presentation, such as a map or graph. This presentation can then be shared with team members or executives via PowerPoint, PDF, Outlook, and the Internet. Because the presentation is interactive, team members can test out different scenarios within the presentation and immediately see potential outcomes.

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■ **Cesura** announced Business Certainty for end users of Web applications. The Cesura product is designed to improve financial performance by eliminating poor end-user experiences. Business Certainty product focuses on streamlining processes and improving the information flow within an organization to reduce up to 80% of the time that passes while end users cannot conduct business.

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■ **Microsoft** announced Microsoft Dynamics GP 9.0, a business management solution designed to increase the productivity of people within organizations by providing them with a role-based user experience that fits with their existing systems. Microsoft Dynamics GP delivers 21 role-based desktops, a Microsoft Office-like user interface, new Business Analysis Cubes for Microsoft Excel, expanded reach and functionality around the Microsoft Windows SharePoint Services portal, deeper integration with the upcoming release of Microsoft Dynamics CRM, Web services access points to core objects, and a Visual Studio 2005 development experience for extending Microsoft Dynamics GP. Under this new role-based desktop approach, companies running Microsoft Dynamics GP will deploy preconfigured software that targets the core processes and that reports on relevant information within a company. Because these 21 role-based desktops are integrated with Office and the Web, individuals in a company should not require extensive software training to increase their productivity.

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■ **Sage Software** announced the Sage BusinessVision 7.0, a management solution for growing small businesses. This new product has more than 100 application enhancements, which include expanded database tables and fields, a faster performing database, easier third-party application integration, and an interface that is easier to use. This is a comprehensive suite of management functions that lets managers automate processes such as payroll, inventory, business operation, and job costing. The Sage BusinessVision 7.0 Standard Edition, which includes 18 accounting and management modules, starts at $5,495.

Content Networking

■ **Softricity** teamed up with **Tacit Networks** to make a certified product that will give branch office users anywhere in the world access to on-demand Windows applications via their WAN. This offering combines the Softricity Desktop, a program that turns Windows applications into securely delivered virtualized services, with the Ishared application acceleration technology from Tacit Networks. The combo lets customers use centrally managed Windows applications with LAN speeds, even if you connect to the location via WAN.

Database & Data Mining

■ **IBM** has introduced IBM WebSphere Customer Center 6, which provides companies with valuable information about each of its customers and the relationship between the customer and the company. It includes more than 480 preinstalled services that let other applications access and use the customer information. IBM also announced IBM WebSphere Product Center for managing product information through portals such as IBM WebSphere Portal. In addition, IBM introduced WebSphere Metadata Server, which provides control over metadata for products included in IBM's WebSphere Information Integration Platform.

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■ **Tidal Software** released Tidal Horizon for SAP. The new release comes with features such as Enhanced Database Analysis, SAP NetWeaver Analysis, SAP Job Profiling, Dynamic SAP Job Analysis, and new reports.

Network & Systems Management

■ **BMC Software** announced its latest addition to the BMC CONTROL-M batch management solution. Its new feature, the Business Process Integration Suite, includes support for Java applications, Web services, and message-oriented middleware. It will let customers integrate real-time processes with batch processes from file transfers, mainframe, distributed systems, and homegrown applications into one centrally managed process. Additionally, BMC announced the BMC CONTROL-M/Forecast. This is a new forecasting engine that lets businesses simulate and model future business processes to help employees understand how various changes will affect an enterprise.

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■ **Lumeta** announced IPsonar 3.7, the latest version of the company's flagship network intelligence software. The new release has automated self-tuning of discovery parameters, public key infrastructure support for distributed IPsonar software components, new diagnostics and monitor logs for distributed IPsonar deployments, and more.

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■ **MRV** has added new Service Awareness features to the software running its LX1000S, LX4000S, and LX8000S Series Console Servers. Service Awareness denotes rule-based actions, such as notifying network administrators about system events or powering on cooling equipment when a temperature threshold is reached.

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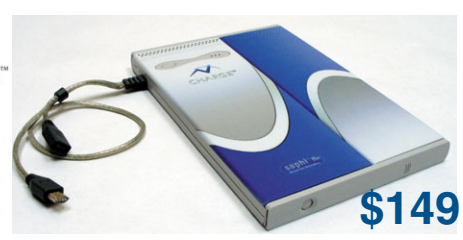

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Product Releases

Continued from Page 19

The new features are available in LX Software version 3.6.1.

• • • • •

■ **WildPackets** announced the release of Omni v3.1. This is the latest version of the network analysis platform that gives engineers real-time visibility into other network components. Omni v3.1 still offers users the ability to troubleshoot and optimize networks from a central location, but the new version also features wireless monitoring and analysis enhancements and offers support for established wireless network security policies. OmniPeek, a key element of the Omni platform, offers decryption support for WEP and gives users the ability to decrypt network traffic using a WPA key.

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■ **Windswept Integrated Technologies** announced S.W.A.T. (Secure Windswept Autonomic Technology), a service offering to give customers increased service levels and uptime while lowering costs. S.W.A.T. is an IT services and solutions program that remotely monitors, fixes, and automates the resolution of IT problems often before the user even knows about them. S.W.A.T. is powered by technology from Symbium. By utilizing the Symbium technology, Windswept also gives users full remote server control using KVM-over-IP technology.

Security

■ **Guardium** released the SQL Guard Database Firewall. The policy-based, SQL level firewall is part of the SQL Guard family. The software includes the SQL PolicyGuard module, which is a dynamic policy baseline builder that compares user activities to the policy. It supports redundant power supplies, RAID, and fail-open bypass and functions as a security, auditing, compliance, and identity theft protection package. Administrators can choose between passive monitoring modes or active inline modes.

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■ **iOpus Software** released iPIG (iOpus Private Internet Gateway), a Windows application that adds a strong level of encryption protection to protect data transferred over a network connection. iPIG creates a secure tunnel for data and uses 256-bit AES encryption technology to protect information between your computer and WAP. Additionally, information is protected while in route iOpus' secure connection servers to ensure that data can't be easily hijacked through the air. iPIG is compatible with Wi-Fi, WLAN, 802.11a/b/g, and wired Ethernet. Because iPIG requires no configuration of any kind, you can start your Web browser or other Internet-based application and switch iPIG encryption on knowing that your information is protected. iPIG encrypts all Internet traffic before it leaves your PC and works with all major firewall software. Managers who would prefer to use their company's secure connection servers can establish secure Internet endpoints by installing iPIG on their servers instead of using iOpus' secure servers.

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■ **Lancope** released StealthWatch Xe for sFlow, which provides 10Gbps or greater network-anomaly detection. StealthWatch System 5.1 includes StealthWatch Xe for sFlow. StealthWatch also includes multiple reporting options, including scheduled reporting and on-demand reporting. In addition, StealthWatch can automatically create PDF reports or can create PDF reports only when scheduled. The Custom Response feature instructs routers and switches to prevent malicious code or traffic from proceeding past the edge of the network. Pricing begins at $29,995 for up to 2,500 ports.

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■ **Layton Technology** introduced DeviceShield for managing authorized portable devices, such as USB drives, discs, and MP3 players, on a corporate network. DeviceShield includes built-in protection to prevent the uploading of malicious code, as well as the installation of unauthorized applications. A system administrator can choose to deploy DeviceShield across an entire network, across a single domain, or on a client-by-client basis. Privileges can be assigned by company, domain, group, or user. An administrator can make temporary exceptions to restrictions when required. DeviceShield can protect systems from intrusions originating from USB and FireWire drives, digital music players, smartphones, PDAs, flash memory cards, discs, floppy diskettes, and other removable media. DeviceShield is available for $495 for 50 computers. The price of the license includes 60 days of email and phone support. Volume discounts are available.

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■ **McAfee** announced two newly enhanced antispyware programs: McAfee AntiSpyware Enterprise and McAfee Managed VirusScan plus AntiSpyware. AntiSpyware

Go to Page 21

Premium Microsoft Exchange Continuous Backup System

Remove Complexity & Frustrations With A Transaction-Based Archiving System

by John Brandon

• • •

THE TERM CDP, or continuous data protection, has some variances in meaning within IT, especially when it comes to email. In some cases it means your archive is constantly protected, but only after you set a backup schedule. Other times, it means archiving certain sets of Exchange message stores, such as those for mission-critical applications, but not others. And in other cases, such as with enterprise solutions such as Microsoft Data Protection Manager, the archive uses a snapshot approach.

That's why TimeSpring Software released TimeData for Microsoft Exchange Server, a new addition to its suite of CDP products that provide per-transaction data archiving. The product is available for $3,995.

The main advantage to the new release involves a more responsive and less complex email restore process. In most cases, administrators have to configure vast backup sets for individual mailboxes. When an important email is lost, the admin must create a new recovery store, which is time-consuming and feels like remolding a house of cards. TimeData for Microsoft Exchange Server, similar to many CDP systems, constantly monitors and archives Exchange transactions. Administrators can recover a single email, email groups, or an entire mailbox with less effort and in less time.

The granular product lets you recover data at the following levels: message store, mailbox, folder, attachment, calendar item, and individual message. You can search through archives by keyword, date, sender, recipient, or subject. Archives can be restored to either the production Exchange server or to an individual PST file.

With TimeData for Exchange, the recovery point objective, or the time between lost data and recovery, is excellent because of the nature of the CDP system. The software is hardware agnostic, so it works with many network attached storage and storage area network systems. There is no system downtime that often occurs as the data is recovered, and no hardware or midtier appliance reboot requirements.

"We like the continuous data protection system provided by TimeSpring," says Lance LeBlanc, corporate IT Manager at Canderel. "Their TimeData software allows us to protect our valuable content to disk in real time. It's far more cost-effective than our old method of periodically backing up to tape."

Unlike Microsoft Data Protection Manager, which only works with file servers, TimeData is also available for SQL Server and NTFS servers. No other software CDP solutions provide Exchange support and also provide other CDP modules for file-server support.

SNAPSHOT

TimeSpring TimeData for Microsoft Exchange Server

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Product Releases

Continued from Page 20

Enterprise is a standalone product designed for medium-sized to large business that use the On-Access scanning program to identify spyware, adware, cookies, and other harmful programs before they install and compromise your system. McAfee Managed VirusScan plus AntiSpyware is an online service designed for small businesses who might have the means to manage an onsite security system. It provides automatic spyware and virus protection and also uses the On-Access scanning application as a proactive scanner to detect and eliminate unwanted threats.

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■ **StillSecure's** new Safe Access 4.0 offers three endpoint testing methods, including agentless, agent-based, and ActiveX testing. The network security software also offers four policy enforcement methods, including DHCP, in-line, NAC, and 802.1x. The software controls access via 802.1x-compliant switches. The application can quarantine noncompliant devices in VLAN quarantines or give them temporary access. The new self-remediation feature lets users know that their devices don't meet requirements and offers a remediation process. The package includes antispyware support that lets it test for Aluria Spyware Eliminator, CA PestPatrol, Lavasoft Ad-Aware Plus/Pro, McAfee AntiSpyware Enterprise, Windows Anti-Spyware, and Sunbelt CounterSpy.

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■ **Trend Micro** released three new security products to help protect corporate networks from malicious threats embedded in emails. Trend Micro's InterScan Messaging Security Suite protects against viruses, worms, and other malicious code that can arrive via email. The Spam Prevention Solutions helps protect against spam (including phishing scams) by using signature files for known spam messages and heuristic filtering to catch new spam. Finally, Network Reputation Services blocks email from more than 1.6 billion IP addresses associated with spamming. NRS helps eliminate a significant amount of spam making things easier on the SPS system if installed. IMSS sells for $12.75 a user, SPS for $11.96 per user, and NRS for $4.06 per user (501 users or more required).

Storage

■ There's a new software upgrade for **McData's** Eclipse 2640 and 1620 SAN routers. The unnamed upgrade speeds up SAN routing transfers up to 40% through McData's Storage Optimized TCP technology and hardware compression. It also increases the maximum number of devices attached to a Fibre Channel fabric from 64 to 256, and augments network stability when adding or removing an FC device.

SERVICES

Data Center Services

■ Small business owners interested in consolidating their Internet access, data networking, phone systems, and business applications to a single service provider should benefit from **Linksys'** Linksys One communications package. With Linksys One, small businesses can choose the number of Linksys One devices and services they'll need, and Linksys can set up the entire office infrastructure in as little as an hour. Linksys also states that its solution will grow dynamically along with each particular business: As a business grows, the Linksys One network updates itself, and users can easily expand by adding other products such as wireless phones and video surveillance equipment. Linksys One will be available on a regional basis in the first quarter of next year.

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■ **Rittal** extended its RimatriX5 range of services with an integrated safety check for IT infrastructures. Using the system, IT officers obtain a functional analysis of their IT infrastructure for operational reliability and availability. The extended RimatriX5 range of services includes four safety tools, which are offered individually for a lump sum: functional analysis for design version, power supply, climate control, or safety/fire signaling technology.

Security

■ **Broadwing Communications'** new SPAM And Virus Protection Service has four security features: antivirus, antispam, and image and content control. The antivirus feature uses multiple scanners to detect viruses in email and doesn't require that the service have signatures of new viruses to detect them. The antispam feature culls spam messages, while the image control feature uses composition analysis technology to catch emails that have unwanted images. The content control feature scans messages for unacceptable or confidential words. The service performs these tasks before email reaches the customer. Broadwing partnered with MessageLabs to offer this service. Administrators can manage the configuration via a Web portal. The service includes a 100% virus protection service license agreement.

Automated Virtualization

PlateSpin's PowerConvert 5.1 Adds More Flexibility To Conversions

by Sandra Kay Miller

• • •

VIRTUALIZATION IN THE data center has eased the workload for arduous tasks such as rebuilding a server environment for server consolidation, recovering after a disaster, and testing deployments. With the recent release of PowerConvert 5.1, PlateSpin (formerly Power P2V) has automated the conversion process and added more features and functionality to its migration suite, including the Conversion Analyzer Tool, which helps data center managers inventory their infrastructure for optimized conversions.

Based on PlateSpin's exclusive OS Portability technology, PowerConvert correlates software and applications with hardware from a single location. Using simple drag-and-drop tools, software and applications can be moved between virtual servers, physical servers, and image archives. This means that enterprises with distributed data centers can easily convert assets, regardless of their physical location.

According to Steve Pollack, PlateSpin CEO, one organization is using PowerConvert to migrate the physical location of a data center from Asia to Australia via its control center in the United States. "It offers a huge savings in both time and money," Pollack says.

PlateSpin offers PowerConvert in three configurations: Consolidation, Recovery, and Universal. PowerConvert for Consolidation provides automated conversions between image archives, virtual machines, and physical servers, which means they can be scheduled to take place during off-peak hours.

PowerConvert for Recovery targets restoration and is capable of using incremental images instead of only base images, meaning that volume data can be restored to either virtual or physical environments, independent of the hardware or location from where they were originally captured. "With many disaster-recovery solutions, images must be restored to the exact same equipment that was destroyed. That's not always possible," Pollack says.

PowerConvert Universal contains elements of both the Consolidation and Recovery configurations.

Pollack says that in addition to recovery and deployment, more data centers are using PlateSpin's product for right-sizing because of its capacity for real-time conversion of target machines. CPU, disk, memory, and network resources can be instantaneously configured from a single point of access.

PowerConvert integrates well with data center management solutions and existing technologies. New to the 5.1 release is support for IBM Director, giving IBM users more control of their migration projects. Users can now convert Windows servers with dynamic disks because of Windows Dynamic Disk support. Virtualization packages such as VMware ESX Server, VMware GSX Server, and Microsoft Virtual Server are also compatible with PowerConvert.

Norton Ghost, Symantec LiveState Recovery, and Acronis True Image are the closest competition, but they only provide the imaging portion and not the rich feature set offered by PlateSpin PowerConvert.

SNAPSHOT

PlateSpin PowerConvert

$3,000; current customers who have a maintenance agreement can upgrade from PowerConvert 5 to 5.1

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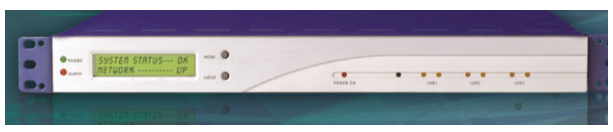

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OPINIONS
INFO-TECH • INSIGHT

Google's Endgame Puts Microsoft In Crosshairs

We may be watching the first few skirmishes in the war for on-demand dominance.

As Google and Microsoft square off in their quest to define the future of the end-user experience, IT managers need to pay close attention. The outcome of this fight will determine how we get work done and how IT will survive and thrive.

The Google Effect

It's easy to conclude that Google is on a roll. The secretive company has parlayed its groundbreaking search technology into a wide swath of Web-based services that, combined, are forcing a complete rethink of how we use technology to conduct business.

Right in Google's crosshairs sits Microsoft. The software giant grew into the leviathan it is by evolving a three-part, PC-based ideology of computing: Consumers buy a box of software, they install it on a hard drive, and they pay Microsoft for the right to use that software.

Google is changing the rules. Its vision is based on a Web-driven paradigm. Instead of using static online properties to display content and support interaction between end users and applications, Google is taking a more ambitious path.

Google has invested in next-generation Web technologies, such as Asynchronous Javascript and XML, which deliver experiences that rival those of more traditional client/server applications. Think of it as the thin client evolved.

By leveraging the browser, Google bypasses Microsoft's dominance of OSes and productivity applications. In Google's world the OS and the Office apps that install on top of it have become irrelevant. As long as the end user has a browser and enough bandwidth, Google can deliver a productive and rewarding experience.

Don't believe it can be done? Consider this:

Google Mail. Two-and-a-half gigabytes of flexible Web-based email is forcing longtime Webmail stalwarts such as Microsoft's Hotmail and Yahoo! into a new endgame. Although Gmail integrates smoothly with Outlook, few end users have bothered because the Web interface is so intuitive.

Google Maps. Not content to out-map longtime market giant Mapquest, Google has added robust localized services, too.

Google Print. This service is pushing the bounds of traditional search-engine functionality.

Google Base. This rumored product could be an eBay-killer, a craigslist-killer, or the very future of online databases.

Although Google is the poster child for this movement, it is hardly the only early adopter of the on-demand software culture. Salesforce.com has carved out a leading position with its on-demand CRM architecture. Its Web services platform has the horsepower to replace today's conventional client/server enterprise application architecture.

What's A Desktop, Anyway?

Few would argue Microsoft owns the desktops of today. Its upcoming Windows Vista should solidify this position. But the longer-term landscape is not so clear because the very definition of the word "desktop" is in flux.

Tomorrow's desktop may be a BlackBerry, PDA-like device, or an extended-function cell phone. It will be virtually any kind of screen supported by enough bandwidth to drive whatever services the end user needs. Software vendors who haven't internalized the on-demand culture should be scared.

IT managers will be challenged to understand how deeply the Google Effect will change the way they deliver services to end users. Deploying software to client PCs will someday become obsolete. Web infrastructure, long seen as an adjunct to core network installations, will come in from the cold and become absolutely critical to the future of business.

Time For IT To Come Clean

Enterprises must prepare themselves by ensuring their skills inventories are deep. AJAX and related standards used to build tomorrow's richer Web apps must be added to the requirements list. Existing client/server application roadmaps must be revisited to ensure functionality can be replicated in a Webified environment. The business case for making these applications mobile must be defined and documented as part of IT's infrastructure roadmap.

Beyond quantifiable benefits lies the risk of losing competitive advantage if the enterprise fails to keep pace. Companies that 20 years ago balked at spending money on then-newfangled PCs were subsequently steamrolled by enterprises that saw such investments as strategic contributors to the future success of the business.

Enterprises must upgrade their Web infrastructure to keep pace with the emerging on-demand technology environment or risk becoming also-rans. As Web services become more sophisticated, customers' and suppliers' expectations will expand. Only those leaders with the courage to question—and ultimately dispose of—generations of architectural standards in place of on-demand processes and tools will survive to reap the rewards.

Google's recent history parallels the growing importance of on-demand infrastructure to the modern organization's future. Do not sit on the sidelines out of fear: It could be the last mistake you make.

Send your comments to infotech@processor.com

Carmi Levy

AUTHOR *Carmi Levy is a senior research analyst with Info-Tech Research Group, a London, Ontario-based research and professional services firm. He is the author of Info-Tech's Optimizing Your IT Infrastructure best practices methodology, as well as the 2005 research report, "Building the Next Generation Help Desk." Levy holds a journalism degree from Montreal's Concordia University and has extensive experience in IT project management, helpdesk re-engineering, high performance team leadership, and process redesign.*

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RESELLER • NEWS & VIEWS

A First-Hand Look At Disaster Planning, Part I

I wish to thank all of my readers who contacted me, as well as the publisher of *Processor*, for their patience in allowing me to miss last issue's column. I live in southern Florida where, the day before deadline, Hurricane Wilma turned our area into a war zone. As a matter of fact, I am writing this issue's column on my laptop, plugged into my automobile DC charger at 5 a.m., sitting in a two-mile line waiting for gas. Now weeks after the storm, we still have no power, no Internet, and only two phone lines.

This is the first in a series of columns I will write on things we learned during this disaster. Although this column is normally about the secondary and reseller market, I think there is much to be learned from my experience. And there are a few members of the secondary/reseller market that provide disaster recovery and avoidance services. But more on them later.

All Set For A Disaster

I thought our company's disaster recovery plan was perfect. We had 10 hours worth of UPS for our servers. After that, we had generators to power our servers and workstations. We made sure our data was backed up and placed in a secure location. We arranged for an alternative office location out of state (although, as I found out later, none of us wanted to leave our homes and families after the disaster struck). We knew that we could always get new computers delivered overnight to us from the many members of the Association of Service and Computer Dealers International. And we knew that if a disaster hit our office, our Internet connection might go down and therefore bring down our Web presence. Because our Web site is a critical information tool for many of our members, we arranged to have a redundant site set up far away from our primary site.

We were all set. Or so I thought.

We've Got The Power

Start with power, since you can't do anything without power. I was not worried about power until I found out that our generator was not large enough to power all of the new servers we had recently installed. Then a printer, fax machine, and a workstation mysteriously died when we turned on our generator after the hurricane. What I found out was that the generator we were using delivered "dirty" power that spiked and blew out our equipment.

Now picture this. No power anywhere, people in line for hours waiting for gas, most stores were closed, and whatever stores were open were sold out of generators, gas cans, and everything else.

Luckily two phone lines miraculously worked in my office. I plugged in my laptop (which I charged along with three extra batteries before the storm) and found a Web site that sold generators. I ordered two Honda EU3000 generators that are designed to power electronic equipment and had them delivered overnight to our office. The EU3000 is equipped with an inverter that generates very clean power, and two EU3000s can be joined in parallel for even more power. One other advantage of the EU3000 is that it is quiet as far as generators go, and you start it by turning a key instead of pulling a cord. Before I placed the order I called several freight carriers (on my cell phone, which I charged in my car) and found out that only United Parcel Service was delivering to my area. OK. Power was on the way!

But we needed to be able to store a lot of gas, assuming we could find some. Gas cans were all sold out in the stores. I was able to reach someone in Minneapolis who sent in via UPS overnight eight 5-gallon gas cans. It cost more for shipping than the cans themselves.

The next order of business was to make sure our Web site was working. I will tell you all about that fiasco in my next column. Right now, it is 8:30 a.m. and, after sitting in line for three and a half hours, I am about to get gas for our generators. What does that sign say? $50 maximum per customer? Oh great!

Get Going

All this goes to show you should not wait to get your disaster recovery plan going. Start by doing what I did not: Seek the advice of a professional. Someone like one of these ASCDI Members:

Infinite Technology Group (www.itgl.net) is a U.S. company that provides a secure private network for replication, hosting, disaster recovery and avoidance, and business continuance with a focus on regulatory requirements such as Sarbanes-Oxley, HIPAA, SEC, and NASD.

Abacus Solutions (www.abacusllc.com) is also from the United States and provides a service where it will replicate data at two separate facilities with concurrent mirrored servers.

IPS (www.ips-bremen.de) of Germany provides backup/archiving, data replication, and disaster recovery services.

Send your comments to ascdi@processor.com

JOSEPH MARION

AUTHOR *For the past 30 years Joseph Marion has worked in the technology equipment reseller market. In the 1970s he competed with the major equipment manufacturers by selling, leasing, exporting, and maintaining used equipment. In the 1980s he "crossed over," joining forces with IBM and becoming one of its most successful authorized business partners. Since 1990 Marion has headed up the Association of Service and Computer Dealers International, the world's largest association of companies that deal in technology products.*

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OPINIONS

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IT Value Management

IT executives need to consider themselves and convince others to consider them as part of the business, not separate from the business. If things are going well, no one knows the IT organization is there. If things are going badly, it gets noticed. Leading CIOs are focused on bringing the full value of information to the enterprise's bottom line, and because business exists more and more at the discretion of information, IT organizations need to sell to their business colleagues the fact that IT can and should be leveraged for business value and growth. Marketing the IT organization increases the correct perception that IT adds value to the business and also raises the enterprise's recognition of its dependence on the IT organization and helps ensure the CIO is (and is perceived to be) a business partner.

The marketing of Information Technology is a conscious attempt to identify, contribute, and clearly communicate value. Whether that value is measured through revenue enhancement, operational efficiency, or competitive advantage, it needs to be communicated clearly in nontechnical terms.

Communicating Value

Value should be quantifiable and measurable. It is best to communicate value in its simplest recognizable form. Value is best communicated to the enterprise by IT's business partners. The right relationship and recognition of value leads to the ideal situation of business partners becoming evangelists. At a fundamental level, it needs to be understood (without having to say so) that underpinning the entire process of value creation is the partnering relationship. All members of IT need to be educated to recognize their business contributions. All need to understand their business partner's concerns and address them both formally and informally.

Example: Analyst Workstation

This real-life example illustrates value communication in a specific circumstance.

Background. This company was using multiple desktop tools, did not have a reliable network, and was using obsolete hardware and software. In addition, the business leaders had a general perception of the value to be obtained, but they had no visceral appreciation of the potential value. Therefore, they had no incentive to make the necessary investment to move forward.

Objective. The firm's objective was to create a desktop environment and infrastructure that would allow the analysts to do their jobs more efficiently and effectively.

Issue. The issue the firm faced was how to demonstrate the value of the proposed desktop and its supporting infrastructure.

HARRIS KERN

AUTHOR

Harris Kern is an author, publisher, lecturer, and IT consultant. He is the founder behind Harris Kern's Enterprise Computing Institute (www.harriskern.com) and the best-selling series of books published by Prentice Hall, including "IT Services," "IT Organization," and "Managing IT as an Investment." Kern is also an IT performance mentor and self-discipline expert. He is the author of "DISCIPLINE: Six Steps To Unleashing Your Hidden Potential" and "DISCIPLINE: Training The Mind To Manage Your Life."

The process. The company selected an influential managing director who recognized the value of the desktop. The managing director became a partner and was instrumental in the development of the workstation prototype. He also encouraged other analysts to work with the team. He made the workstation an analyst creation that IT would implement; it was not an IT creation or project. The analysts helped the managing director to document actual examples of his daily workflow and proceeded to automate that workflow with real data within the prototype. This was not a production prototype, so they illustrated the work through screens only.

How value was communicated. The analysts performed a skit of "A Day In The Life Of Rob Analyst" for an executive audience. "Rob" and two analysts from his team were the starring actors. They had set up three PCs at tables in a large conference room. All three PCs were connected to the network and had their monitors displayed on a large screen at the front of the room.

For Act I, Rob and the other analysts took an actual workflow with actual data and illustrated how data was gathered, manipulated, analyzed, shared, and put into a product. This included all the manual hand-offs and redundant effort, with the man-hours illustrated.

For Act II, Rob and the analysts ran through the proposed workflow using the same information and the new workflow. They reinforced the illustration by using activity reports, presentations, and post implementation reviews.

Results. The play got a standing ovation. The audience not only recognized the value in a personal way but also added significantly more potential value with immediate suggestions for present and future enhancements.

Not only did this exercise communicate value, it communicated a vision as well. When this initiative came up for funding, it had already become a road show and was warmly approved.

Wherever it's possible, value should be quantifiable and measurable. Keep the business aware of not only status but also direction. Use your business champions as evangelists. Keep the executive committee in mind and celebrate key high-level accomplishments and write letters of praise.

Written in conjunction with the Enterprise Computing Institute

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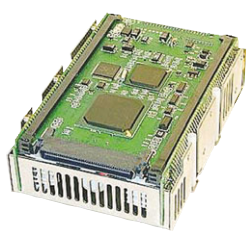

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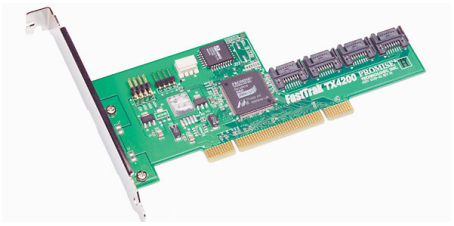

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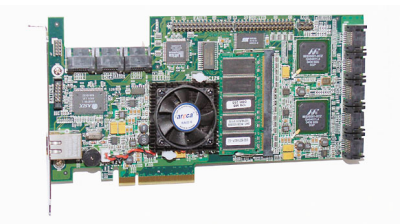

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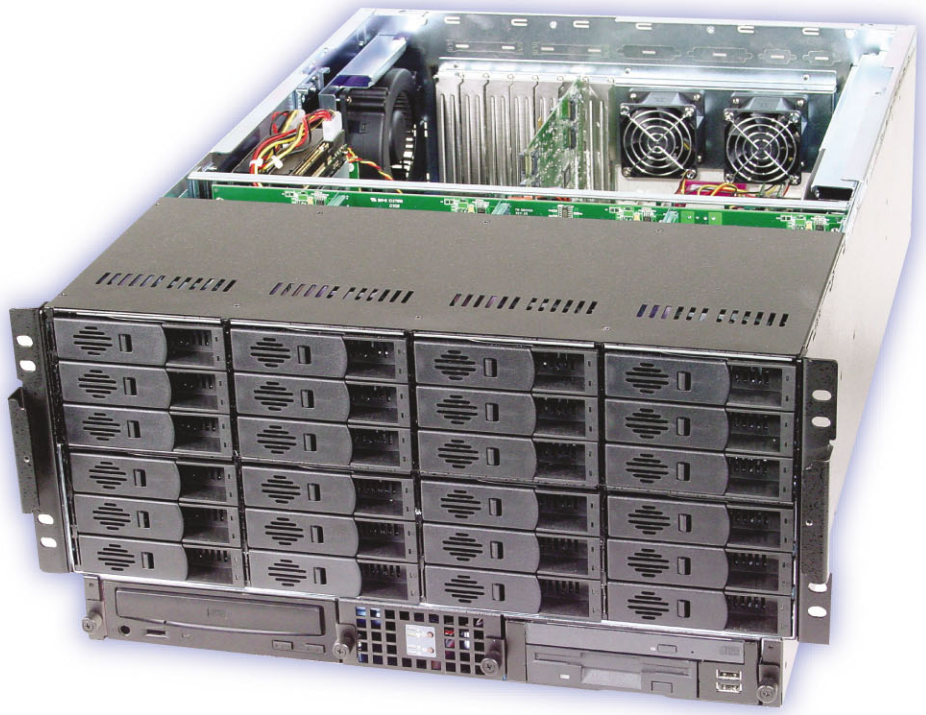

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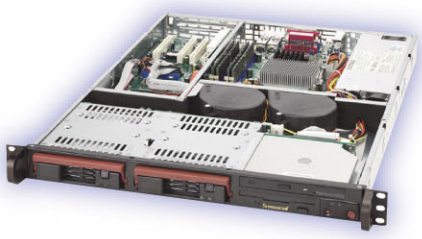

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BOOK REVIEW

The Truth About Radio Frequency Identification

RFID Book Sets The Record Straight

by Dean Takahashi

• • •

Radio frequency identification has generated a lot of folklore. Though it's been around for decades, RFID is gathering momentum as an eventual replacement for the barcode. By putting small RFID tags on pallets and boxes, companies won't have to worry as much about losing track of them on the way to store shelves. Such uses of RFID could keep stores from running out of stock on fast-moving goods, saving billions of dollars in lost sales.

But RFID has also had its detractors who believe it will result in privacy invasions and surreptitious surveillance of consumers, mainly because anyone with a $100 reader can scan an RFID-tagged object to discover the license plate, or serial number, it holds.

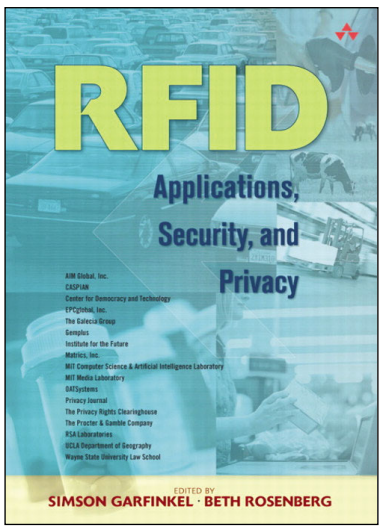
"RFID: Applications, Security, and Privacy" helps set the record straight on the technology and brings the issues related to its deployment into sharper focus. It pays considerable attention to issues such as how its security can be circumvented and how it can be used to invade privacy. But it offers a balanced view on how those who use it can minimize such risks and accrue benefits such as less vulnerability to counterfeiting. For IT managers the book offers a lot of examples on how to properly architect a technological system that exploits RFID while minimizing the risks. For instance, IT managers expecting to use RFID as the foundation to stop shoplifting should know that someone who walks into the store with a hat lined with aluminum foil could hide something in the hat and foil the security system entirely.

RFID has been described as the "Internet of things" and the means by which ordinary objects in the physical world will gain their presence in cyberspace. Chains such as Wal-Mart, Target, and Tesco are implementing it, as is the Department of Defense, for tracking supplier shipments. This book describes how the technology works and how Kevin Ashton and Sanjay Sharma, who jointly headed the Massachusetts Institute of Technology's Auto-ID Center, helped pioneer the supply chain application starting in 1999.

Simson Garfinkel, the co-author and a student at MIT, helped organize a workshop on RFID security and privacy in 2003. That led to the book, which consists of submissions of essays from a variety of stakeholders of RFID. It includes a chapter from Sharma about the origins of the Auto-ID Center, as well as a chapter from Katherine Albrecht, a privacy advocate who outlines a doomsday scenario for RFID-based invasions of privacy. The book also looks at the security and privacy issues of other wireless technologies, such as Wi-Fi wireless Internet and Bluetooth connectivity.

The book has five chapters devoted to RFID applications, including battlefield use, protecting drugs in transit from counterfeiters, keeping a tab on library books, taking better care of elderly patients in the healthcare system, and tracking livestock. In a section dubbed "Threats," the book explores problems such as how one department store chain could use RFID to spy on the supply chain of a competitor. The section also includes a chapter from a hacker who hacked an RFID card used to gain access to buildings.

The book isn't so technical that IT managers can use it as a manual for installing an RFID system. But they can use it to understand a range of policy issues. All of the book's stories remind the busy IT manager that introducing a new technology—that promises to solve huge efficiency problems—has to be done in such a way that it doesn't introduce unanticipated problems. The book covers the issues related to RFID from all angles, not just from a technology advocate's view. That makes it more practical in the real world for IT managers.



RFID: Applications, Security, and Privacy
Authors: Simson Garfinkel and Beth Rosenberg
Publisher: Addison-Wesley
Price: $54.99
Format: Hardcover, 555 pages

Key Concepts

IT managers can expect RFID to deliver big efficiency gains in the supply chain, as tracking inventory becomes much more accurate compared to scanning barcodes. It can help solve problems such as out-of-stocks, counterfeiting, supply chain theft, misplaced items, and marketing program synchronization. But applications have to be well considered to take full advantage of the data RFID tags and readers can generate. And privacy concerns can come back to haunt companies that deploy applications that consumers perceive as spy-gathering tools rather than informational tools.

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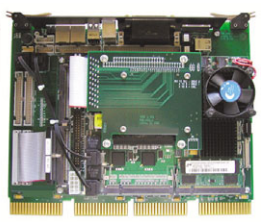

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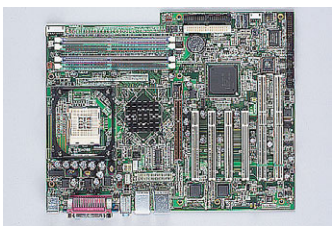

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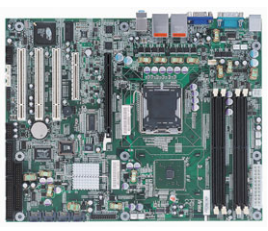

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Striving For Compact & Efficient

Data Center Consolidations Can Reduce Management Costs

by Ericka Chickowski

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When it comes to data center philosophies, IT industry opinion tends to swing like a pendulum.

"The industry tends to go back and forth from distributed data centers to consolidated data centers," says Robert Crago, president of Co-Active Communications Technology, a consultancy that helps clients with data center consolidations. "In a hot market, when the money is there, managers are worried about the disaster implications of having everything in one facility, and they like to spread it out with redundancies if they can. When you are in a tighter market, it is all about cost, and you want to get things as compact as possible."

Crago says that at his consultancy, the shift toward consolidation has been notable in recent years, making this a decidedly pro-consolidation point on the pendulum swing.

Charles King agrees with Crago, saying that he also sees the increased number of consolidations as a function of the newest technology on the market.

"I think what tends to happen is that the industry adopts new solutions that come along and are cost effective," says King, an independent analyst for the firm Pund-IT. "In the server space, x86 has become more robust, and businesses have used it to support more and more complex business applications. The result for a lot of smaller companies is that they end up with piles and piles of x86 servers with low utilization rates and high management times required to service them."

He explains that as better mechanisms appear for consolidating all of the hardware into smaller and more manageable facilities—virtualization solutions, for example—companies are increasingly taking advantage of the opportunity to do this.

Do You Need It?

So why would an organization decide to consolidate a data center? The No. 1 reason is to decrease the overall management time for all IT systems.

"What you are seeing with consolidation is usually one of two scenarios," Crago says. "Either they have an existing facility and want to consolidate other smaller services into that facility, or they have multiple facilities, and they want to put that into a single center."

The idea behind a consolidation is to make IT operations as compact as possible, and the primary driver is cost.

This is why, King says, an organization must be careful to run the financials before embarking headlong into consolidation. These projects should never be started based on a hunch that there will be savings. "Organizations need to be very fixed on the cost/benefit analysis," he says. "You need to look for the cost and benefits to your organization before moving forward."

Signs You Need To Consolidate

The trick to data center consolidation is anticipating the opportunity to consolidate before it arises.

"I think that in a way, when a company reaches a point where it decides it needs to approach the data center from a strategic standpoint, things have probably been moving in an unstrategic way for a long time," says Charles King, a Pund-IT analyst. "It is kind of like the drowning person who doesn't realize they're going under before they can stick their hand up for help."

In most cases, King says, IT bloat occurs as slowly over time. It takes some foresight to see a point in the future where the cost of running inefficient systems overcomes the cost of reorganizing.

It isn't always a matter of guesswork, however. Co-Active Communications Technology's Robert Crago explains that there are several scenarios that are good clues that a data consolidation probably should be considered soon:

1. **Mergers and acquisitions.** "If you are going to be bought or buy someone else's company, it is inevitable that you are going to end up with some sort of redundancies," Crago says. The sooner IT can get a consolidation rolling in this scenario, the better. It will likely lead to a smoother transition for the entire organization if IT systems are running efficiently from the outset.
2. **Expansions.** Expansion into multiple locations can be a good occasion to reign in IT equipment into a single data center setup. Oftentimes SMEs with multiple offices will distribute infrastructure across the organization into smaller data closets rather than spend money on a data center. But Crago says that if you already have a number of satellite offices and plan on opening more, you should re-evaluate the cost of managing a distributed environment vs. the cost of consolidating to a single data center facility.
3. **Weaning off of legacy systems.** "If you've been in a legacy situation for a couple of years, then you better take a look at consolidating rather than just replacing machines here and there," Crago says. The more piecemeal legacy replacements are, the more difficult and costly management of these systems will be.

When analyzing the cost of a consolidation against the potential ROI, Crago says that one of the biggest pitfalls an organization can fall into is forgetting to factor in the non-IT costs of making the data center more efficient. "The big problem is budget busters; not remembering to consider all the budget categories can cost a lot of money."

For example, two trouble spots that are oft-forgotten are power and cabling costs. A more dense data center usually requires better build-out of power infrastructure and more cabling all around. The cost for each is not negligible. "Electricity and cabling are big ones," Crago says.

It is not until these hidden categories are considered that an organization can get the best picture for whether the cost of the consolidation will be outweighed by projected management savings. "Sometimes once you consider those things, it might not be worth the expense yet," he says.

Getting Started

When starting a consolidation project, Crago always begins with an assessment of inventory and practices. You must first get an idea of where all your equipment is and how often you manage it to get an idea of what needs to be moved or replaced.

Focus should also be put on what applications you are running.

"The first thing is to figure out what the business-critical applications are that need supporting," King says. "You should always keep that in mind when rearranging the hardware. At the end of the day, these are the applications you'll need to get the better hardware performance to run."

From there, you can figure out how to best go about consolidating. Existing data centers may want to replace a bank of poorly utilized servers with compact blade-server technology. Or they may have to consolidate direct storage across the organization into a SAN. Others may need to employ virtualization to improve remote-office efficiency.

"It is so individual and unique to each company that it is tough to just generally recommend a consolidation or technique," King says.

If you are having difficulty deciding how to move forward, consider using an outsourced vendor. Be sure to get someone you trust, King says. "If you are going to pay a consultant to help with consolidation, be sure that they'll actually help and not just saddle you with another unnecessary 'solution,'" he says. "You don't want to add another layer of opacity to the business."

The right partner cannot only help you decide how to consolidate but will also aid in developing a migration plan. This is the last major planning step before implementation, Crago says.

Before Pulling The Trigger

A good consolidation and migration plan will consider things such as security and continuity planning, Crago says.

Even if an organization decides to plan and implement a consolidation on its own, it may be a good idea to bring in an expert prior to implementation to assess whether these considerations are covered. "A lot of companies are bringing in network security specialists to assess the security elements," he says.

And for disaster planning, a consolidation may spur the need for an offsite backup option. Crago says that co-location services can be a good cost-effective option. "It is sometimes easier to justify the expense of co-location to a CEO than the capital needed to spend on a facility of your own," he says.

Gauging Your Network's Health

Network Monitoring Products Perform Crucial Task

by Sixto Ortiz Jr.

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NETWORK ADMINISTRATORS in large enterprises use products such as IBM's NetView and HP's OpenView to assess the health of their corporate networks and keep critical hardware systems and enterprise applications running smoothly. Think of the network as the central nervous system where an enterprise's knowledge and vitality reside. A healthy network is absolutely critical to business operations, so keeping tabs on network performance is a crucial task.

Although HP and IBM develop and market two of the better-known network monitoring products, there are other choices available to SMEs (small and midsized enterprises) looking for applications with capable network monitoring capabilities. (*NOTE: This week's MarketWatch on page 5 covers network management tools. Many of today's network tools provide both monitoring and management features, so read the article on page 5 for more help finding the right product for your enterprise.*)

NetQoS NetVoyant

NetQoS develops various enterprise-class applications designed to help administrators monitor and manage various aspects of their IT infrastructures, from application response time to network traffic.

The company's NetVoyant product provides SNMP-based performance metrics to help manage your network's infrastructure, including devices and services. One of the software's principal selling points is the ability to generate a plethora of reports that measure various aspects of network performance, such as availability, utilization, and volumes handled by devices.

NetVoyant's reporting can be customized to provide administrators with weekly, monthly, or quarterly Web-based reports. The application also features a 30-day baseline device utilization report you can customize to other timeframes.

NetVoyant provides administrators with real-time alerts and notifications based on pre-established service-level agreements. If NetVoyant detects a service-level violation, the software can automatically launch a script and alert you to the problem.

One of the distinguishing features of NetQoS' various applications is the use of a common interface for managing all the products: the NetQoS Performance Center Management Portals.

IBM's Tivoli NetView

IBM's Tivoli NetView is one of the best-known network management and monitoring applications. NetView is available for a variety of platforms, including AIX, Linux, Solaris, and Windows NT/2000.

Designed for large networks, Tivoli NetView performs TCP/IP discovery and displays network topologies for administrators. Also, the software manages events and SNMP traps and performs network monitoring by identifying network failure root causes and gathering trending and analytical data.

NetView uses a Web-based interface, so the application's data is easily accessible from any Web browser. NetView maintains a device inventory, easing network administrators' asset management tasks.

An interesting feature of the software is the use of SmartSets, which are network device collections that let administrators group specific devices together as they see fit. NetView can be customized via the purchase of other Tivoli distributed components, including Mid-level Manager, NetView Server, and a Java Web console.

ipMonitor

ipMonitor is a network monitoring and management application that supports a variety of devices, including Windows, Exchange, IIS, SQL, Oracle SQL, HP, and other types of servers, as well as various types of networking devices, including Cisco routers, Foundry Network switches, and APC power backup protection systems.

The application is based on an agentless architecture that, according to the company, eliminates the need to purchase additional monitoring agents or plug-ins. ipMonitor claims this feature differentiates the application from other network management and monitoring programs that require the purchase of other agents or plug-ins to provide added functionality. The program features an impressive array of uptime, quality assurance, and specialized monitors.

ipMonitor's Web-based interface, as with other tools, gives administrators the ability to manage their networks from any location connected to the Internet. In addition, the software also features alerts via phone, email, pager, or network broadcast for a variety of problems, including quality-of-service problems and failures and exceeding threshold levels.

ipMonitor provides both live, real-time reports and historical reports that can be used to analyze information on network trends over time. Administrators can also monitor critical parameters for SNMP-enabled hardware, including CPU temperature and hard disk space.

Uptime monitors included with ipMonitor include PING, SNMP, HTTPS, SMTP, HTML, ASP, IMAP4, LDAP, and many others. Quality assurance monitors include HTTP, SNMP, POP3, DNS, FTP, and others. ipMonitor includes various Windows NT/2000/XP/2003 monitors such as service, drive space, Active Directory, ADO, and Kerberos 5, among others.

TeamQuest Model

The TeamQuest Model application is unique to this roundup because it lets administrators model and predict the way planned changes will affect critical infrastructure parameters such as server utilization and application performance. TeamQuest Model performs predictive analysis designed to aid in capacity-planning projects, so its approach is substantially different from the other apps we've covered.

In that sense, TeamQuest Model is not so much a monitoring and performance-management application as it is a planning tool.

For example, you can use the analytical modeling and predictive event simulation capabilities to determine the effects of server consolidation or the performance of applications operating under various loads. Infrastructure parameters you can predict using the application's modeling approach include response times, queue lengths, utilization (or underutilization), and needed processing power.

TeamQuest Model features a number of modeled platforms, including HP-UX on PA-RISC, HP Tru64 Unix, IBM AIX, i5/OS, OS/400, z/OS, OS/390, Windows on Intel, and Linux on Intel. Platforms supported include Windows, Linux (Red Hat and SuSE), Solaris, and VMWare ESX Server.

What's Common & What's Different

These are but a few of the network monitoring and management applications available today. In general terms, these applications all have a lot in common, since they all monitor, alert, and report about the status of a network's health. All of the applications we've discussed feature a variety of reporting options and various methods for alerting you to the presence of network problems.

Properly managed and utilized networks, including the hardware devices and enterprise applications they host, are absolutely essential to keeping business operations running smoothly. If you're running a network today, chances are you will soon be taking a close look at network monitoring applications.

Network Monitoring Applications

Here's a look at how some of the leading network monitoring products compare. To see more products like these, be sure to check out *Processor*'s Showcase section. Look at the Solutions Index on page 2 and find the Network & Systems Management listings under Software.

Product	Features	Price	Contact
NetQoS NetVoyant	A network monitoring tool with many highly customizable reports and a common Web-based portal for all company products.	Starts at $40,000	www.netqos.com
IBM Tivoli NetView	A venerable network monitoring app designed for large networks.	$1,050 per CPU license plus 12 months maintenance	www-306.ibm.com/software/tivoli/products/netview
ipMonitor	An agentless monitoring tool with a generous helping of uptime, quality assurance, and specialized monitoring tools.	Ranges from $995 for 500 monitors to $2,995 for 5,000 monitors	www.ipmonitor.com
TeamQuest Model	A predictive analysis and modeling tool designed to deliver capacity planning analysis.	Contact sales@teamquest.com	www.teamquest.com

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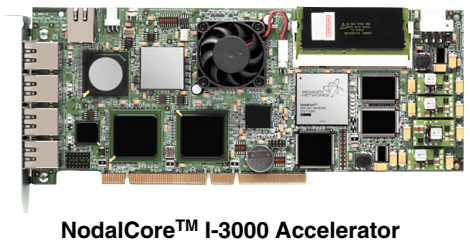

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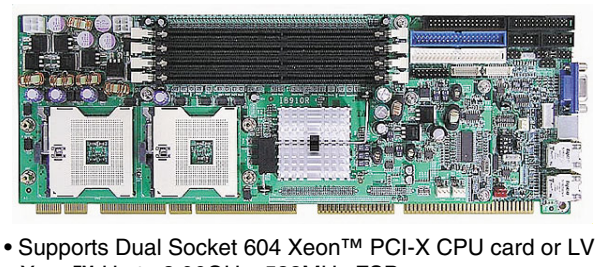

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Keep Your Cool

Fireproof Vaults & Data Safes Offer Protection For Hardware & Documents

by Frederick Nevin

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A TOP PRIORITY for an IT manager is to make sure that his company's vital records and computer equipment are secure from destructive environmental forces such as fire, heat, and smoke. The responsibility is huge because the destruction of records or vital equipment can bring a business to a grinding halt.

In addition to lost business, the need to preserve records, especially financial information and tax documents, is critical in public companies that must adhere to strict rules and regulations regarding document retention. And it doesn't matter if the documents were intentionally chewed up in a shredder or destroyed in a fire. Missing records are missing, and they spell trouble for today's public company, whether it is small, medium-sized, or large.

Destructive To Business

In addition to federal regulations, disasters also have a way of motivating companies to pay attention to record security. "Business has been growing steadily since [the] 9/11 [terrorist attacks]," says Rick Sorley, president of SafetyFile, a distributor of FireKing data safes that protect computer media from fire, dust, magnetic fields, unauthorized access, accidental damage, and electrostatics.

"Protection for documents or data is low priority on the budget," says Sorley. But when disaster strikes, companies think about the need for protection. Sorley says the need to protect records from destruction is even more critical in today's fast-paced business environment. "Customers and vendors years ago would work with you, allowing you to have three or five months to get things back together [after a fire]." But nowadays, you can't afford to do that. "80% of businesses that suffer a severe fire don't make it in six months. It usually puts them out of business," Sorley says.

Michele Corwin, a marketing assistant for Schwab, agrees with Sorley. "When documents get destroyed in a fire, it is hard to get a business up and running again," says Corwin, whose company makes fireproof file cabinets and vault doors that prevent unwanted entries. "The first thing a company should think about protecting are human resource records and tax documents." And keep in mind that documents burn at different temperatures, depending on the storage media used, says Corwin.

Added Protection

For companies that want to do more than protect records in a safe, Firelock may have what you need. For $75,000 to $80,000, this company will house your computer center or data room in a modular vault. Consisting of a steel frame and a ceramic core, the vaults can be assembled onsite and moved should the company relocate, says Hugh Smith, Firelock's vice president of marketing.

Other features include a vapor barrier and magnetic shield. The objective is to hold heat out, not hold heat in, he says. While more expensive than the $3,000 or $4,000 one might pay for a data safe, a modular vault could be considered a bargain when customers consider what they are protecting: vital company records and millions of dollars in computer hardware equipment. Besides their modular flexibility, says Smith, the vaults can expand or shrink as required. "It's like playing with a giant erector set."

While there are numerous companies that make data safes and files, competition in the modular vault market is limited. Firelock's only other direct competitor is Lampertz of Germany. Additionally, the overall storage market is tiny in the United States compared to Europe, says Richard Waite, president of the Salix Group, a product distributor. The reason: IT managers in Europe are held responsible for losses of data. U.S. law does not hold an IT manager responsible.

Fireproof Vault Manufacturers

Small to midsized enterprises have many options when it comes to protecting their hardware and data from fire. Here are some manufacturers who specialize in fireproof vaults and safes.

Company	Product Offerings	URL
Firelock	Modular steel vaults with ceramic core	www.firelock.com
Safetyfile	Vaults and safes designed to protect paper and magnetic media from fire	www.safetyfile.com
The Salix Group	Modular vaults, media safes, and cabinets	www.salixgroup.com
Schwab	Fireproof storage vaults and security doors	www.schwabcorp.com

Specific Safety Conditions

Companies must be sure to purchase the correct storage facility for the corresponding media, otherwise they could end up with the disaster they were hoping to avoid in the first place. As for protection, SafetyFile's Rick Sorley warns against storing vital records in a standard metal filing cabinet. Paper is destroyed at 400 degrees Fahrenheit, he says. Most fires are many times hotter than that. A metal file cabinet won't protect the contents inside. It is also not a situation where one safe suits all of a company's needs. Paper documents, Sorley says, require an interior that won't climb above 350 degrees. Meanwhile, magnetic media is even more demanding. The storage areas cannot go above 125 degrees and humidity must remain below 80%, he says.

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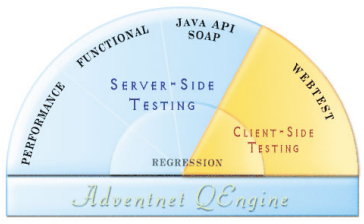

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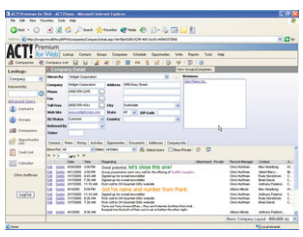

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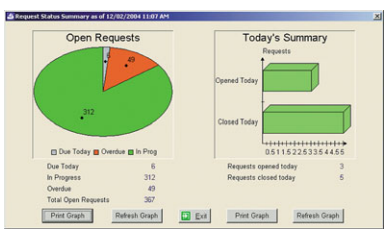

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Google-izing The Enterprise

The Quest For Better Searching & Indexing

by Chris A. MacKinnon

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THE WORLD'S FAVORITE search tool has pushed its way further into the enterprise with a little help from its friends. Google has jumped on IBM's back to combine its popular search interface with IBM's already established notability in the enterprise search field. There are mounds of enterprise search technologies available, but the new duo deep-research tool provides a capability that neither company could provide on its own.

A Search-Perplexed Industry

We asked Dave Girouard, general manager of Google enterprise, about present enterprise search industry challenges and how Google is solving some of the issues that the industry faces. He says, "The industry has been underserved by search solutions that are expensive and complex yet don't deliver high-quality search results. Instead of fixing the search results, vendors have chosen to add more bells and whistles and complexity to their products. Our approach is to keep things simple. We deliver fast, accurate search results without the science project."

The resulting technology to come out of this combined approach is called "Google Desktop for Enterprise." Simply put, the tool indexes the likes of email, files, previously viewed Web pages, and chat text and makes the same text searchable. According to Google's Web site, the tool can index email from every major email client program, including IBM, Microsoft, America Online, and Mozilla.

IBM and Google hooked up earlier this year and announced that Google's enterprise desktop solution was able to search the full text of IBM Lotus Notes mail messages stored on a user's local computer. As far as IBM went, up until now, its enterprise search technology enabled users to access information across the enterprise only. The information made searchable included data from content management systems such as IBM DB2 Content Manager, EMC Documentum and FileNet, IBM DB2 Universal Database, Oracle, and Microsoft SQL Server.

Here's the combination translation: Google provides its familiar search capabilities and interface, and IBM throws in a free plug-in that integrates its enterprise intranet search results, provided by WebSphere Information Integrator OmniFind Edition. The result is a technology that will let users search for information on corporate repositories and also on their desktops. Girouard explains, "The idea is that your employees should be able to find information as quickly and easily in the workplace as they can at Google.com."

The SME Determinant

Small to midsized enterprises are included in the lot to benefit from the deep-research tool. Girouard says the technological benefits will ultimately filter down to better productivity. He says, "Search is a major productivity issue for information-driven businesses of all sizes. Putting all your company's information at the fingertips of your employees makes your company faster and more competitive. The productivity that results from fast, accurate search across all your information helps smaller businesses get more done with smaller staff."

Girouard also says that businesses should only care about search to the extent that it helps them be more competitive. "If you think of all the money spent on content management or knowledge management, it might just be better to consider a very simple, fast, and inexpensive search solution that solves the problem quickly." He also says that the solution is unique. "We deliver Google-quality search results right out of the box. You don't need professional services or months of implementation work; you can have Google search literally the day you receive the product." In order for SMEs to get started using Google's desktop for enterprise, Girouard simply says, "Identify your most important content that lots of employees are accessing every day. Put a powerful search product in front of it and see what happens."

In a recent article, Girouard was quoted as saying, "If you want to have a good corporate search product, you have to have desktop search." He elaborates, "Just like charity begins in the home, search productivity starts with your own computer. If you skip over the problem of desktop search and focus exclusively on networked content, you've missed a huge opportunity to make your employees more productive and happy."

What else is happening in this space? Girouard says, "Mostly consolidation. The legacy search vendors have really stopped innovating altogether, so we think there's an incredible opportunity for Google to restart the innovation engine in enterprise search." And what is Google's immediate enterprise search-horizon looking like? He says, "Mostly a continuation of what we're always working on—more content searchable, more accurate search results, all wrapped in a product that's inexpensive and easy to maintain."

Hi Ho Google, Away

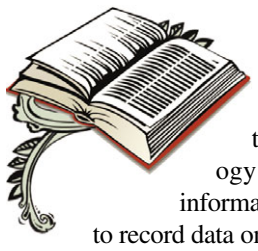
Before now, Google already had its hooks into the enterprise search market with its search system called the Google Search Appliance, an appliance that provides search capability (up to 15 million documents) for intranets and Web sites. The Google Search Appliance, when combined with Google Desktop for Enterprise, extends the ability to search for information on corporate repositories and the Web right down to a user's PC.

Google Desktop for Enterprise is free, but enterprises have an option to buy premium support for a fee of $20,000. The cost of premium support includes two years for an unlimited number of users. The Google/IBM technology is derived from a similar Google tool for consumers, but the enterprise version includes installation, management, distribution, and security features that IT departments can use when configuring the technology.

In April 2004 IDC issued a report called "A 360-Degree View of Enterprise Information," which called for a better enterprise search solution. The article's conclusion emphatically gave notice to any enterprise that neglected stepping up its content access tools. This would still follow suit in today's enterprise because the evidence proving the need for desktop search is just as real. Google and IBM have taken this to heart and are moving from that direction already.

Google has jumped on IBM's back to combine its popular search interface with IBM's already established notability in the search field.

TWO TERMS



DDS (Digital Data Storage)

What it is: Digital Data Storage is a standard format for DAT (digital audio tape) technology. DAT is a storage technology that uses 4mm magnetic tapes to store information using a technique called helical scan to record data onto the tape. DATs are small and hold from 2 to 24GB of data in a single cartridge; the technology supports transfer rates of up to 2MBps. DDS has a capacity of up to 2GB and a data transfer rate of 55KBps. The format has evolved to DDS-1, DDS-2, DDS-3, and DDS-4, which support 2 to 40GB.

Why you should care: While tape is not the only backup medium available, it is still one of the most common and reliable methods for backing up or archiving data. Tape is a proven technology that has been around for years, so it is useful as a technology for your data backup arsenal. According to the DAT Manufacturers Web site, future iterations of DAT/DDS technology will ramp capacities up to 300GB and increase data transfer rates to 16MBps.

Related products and manufacturers: Sony and HP introduced DDS in 1989; current manufacturers include HP, Seagate, and Quantum.

DDS (Dedicated Digital Service)

What it is: Dedicated Digital Service is a type of telecommunications service the telcos use to deliver and distribute digital information. A DDS is a hardwired, point-to-point digital circuit that ranges in bandwidth from 56Kbps to 3Mbps (T3). The key here is that DDS service is, as the name implies, dedicated. When purchased, DDS service provides you with guaranteed bandwidth.

Why you should care: The concept of DDS is important because it can help you distinguish amongst the various options you have available for supplying networked bandwidth for your business. Keep in mind that the use of DDS services, in the form of leased lines from a telco, is the most expensive way to supply connectivity for your business.

Related products and manufacturers: All of the major telcos provide some type of DDS service, so any type of dedicated, point-to-point circuit service from SBC, Verizon, Sprint, or Worldcom qualifies as a DDS type of service. For example, SBC's Dedicated Communications Services is a subscription, point-to-point digital service that supplies your business with dedicated circuits and guaranteed bandwidth.

Next Week In *Processor* . . .

Coming In Our December 9 Issue:

Is your IT department up to speed when it comes to mobile devices? What about managing those devices? We provide tips for well-managed mobile devices and run down some of the best mobile applications and specialized mobile devices on the market.

You'll also find:

- The top items to consider before buying new equipment
- Tips for setting up a project management office
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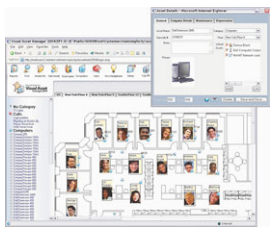

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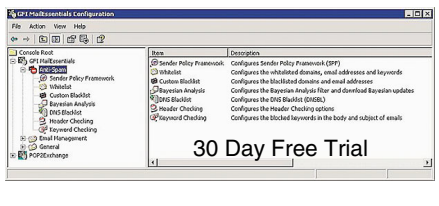

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Email users build up files and need more space, yet after a certain space limitation, you would have to pay a lot more user license fees. So each user must stay within their quota. The end result is that they create .pst files that cause more risks and problems in the long run.

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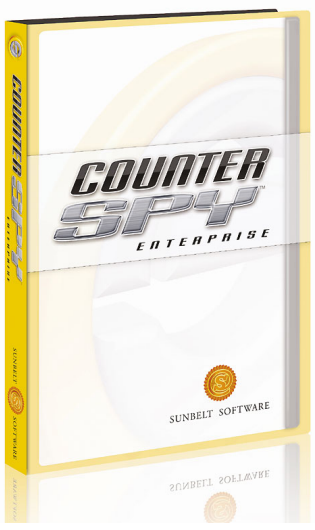
Centralized Antispyware Management



As an enterprise administrator you need information about the activities of antispyware software on your networks. You need real-time protection. You must have a mechanism for notification when threats are detected or actions are taken. You must have a comprehensive reporting system that will make it easy to provide documentation for your own use and for keeping management informed and justifying budget expenditures.

CounterSpy Enterprise provides you what you need. CounterSpy Enterprise is a powerful centralized policy-based second generation product that allows you to detect, delete and protect against over 35 categories of malware. The spyware threat database is updated from multiple sources including Sunbelt's own CounterSpy Research Team, the hundreds of thousands of people that participate in Sunbelt's ThreatNet community of opt-in users, and last but not least, Sunbelt receives new spyware definitions from Microsoft. No other antispyware product can claim that!

CounterSpy Enterprise has the same award-winning active protection that the consumer version had already implemented earlier, but in the Enterprise version the Active Protection is fully policy-based and driven from your centralized admin console. V1.5 has also been tested and is STIG compliant. (Released by the Defense Information Systems Agency, STIG is an acronym for Security Implementation Guide).

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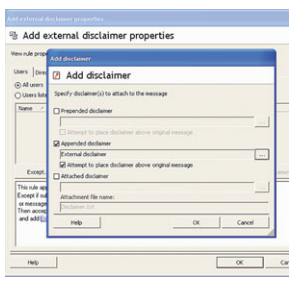

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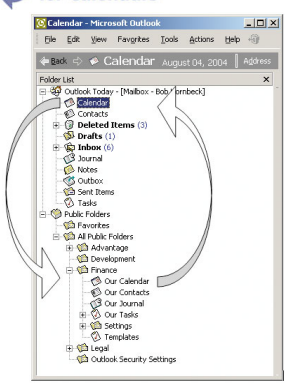

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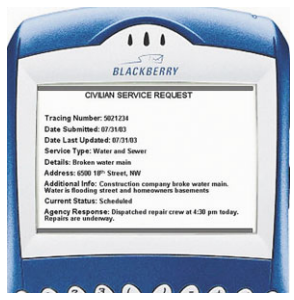

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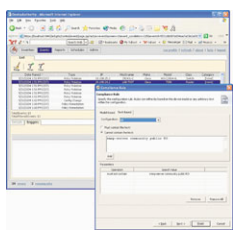

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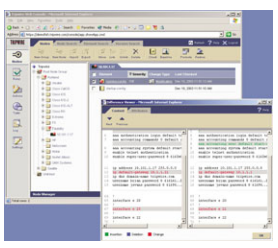

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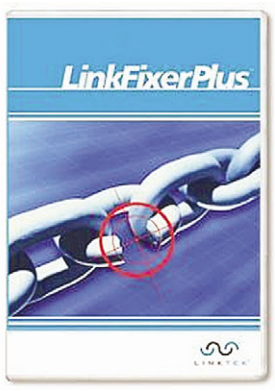

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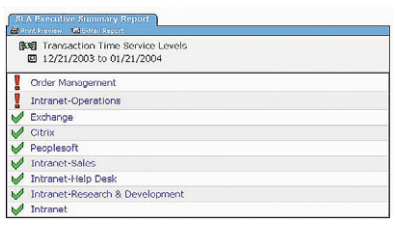

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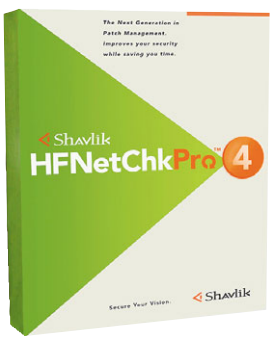

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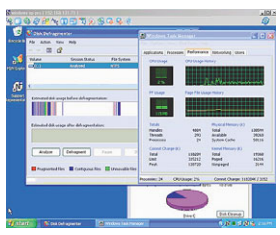

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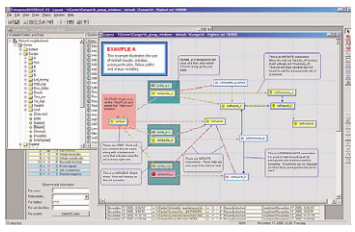

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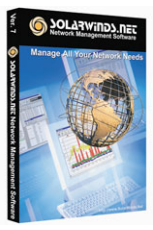

The SolarWinds Engineer's Edition Version 8 is a suite of networking management software containing Network Discovery, Fault Monitoring, Performance Monitoring and Performance Management applications. This toolset contains the award-winning discover and fault management applications as well as security and Cisco Router management tools. **www.Processor.com/SolarWinds For More!**

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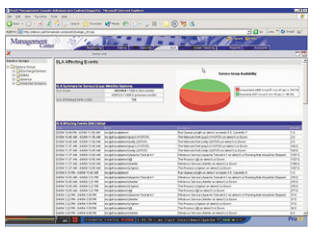

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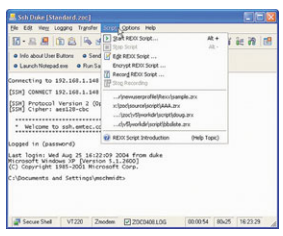

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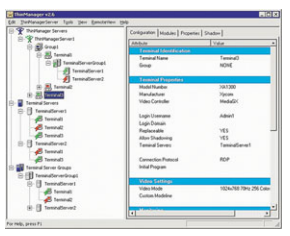

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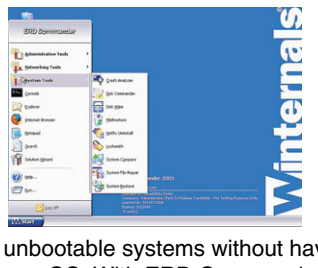

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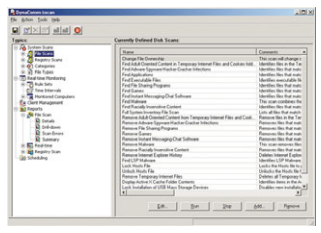

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Manufacturer Presentation
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A Clear View to Productivity

DoubleSight provides an economic, easy-to-use technique for displaying as much data as a single 30 inch LCD monitor. Users have an instantly clear view of their programs instead of time-consuming switching between programs or document windows with overly crowded desktop space and limited viewing. By performing fast reactions to multiple information sources, DoubleSight users can experience significant productivity increases ranging from approximately 20 to 50 percent by easily managing their multiple programs simultaneously. Unlike large-screen monitors that often sacrifice legibility to offer more desktop space under a high resolution, the DoubleSight dual LCD monitor can effectively provide large desktop space in a legible format.

Stylish, Sturdy Design

Doublesight Displays introduces several new key features with the DS-1700 and DS-1900 Models:

- Height adjustable stand
- Tilting/sliding panes brackets
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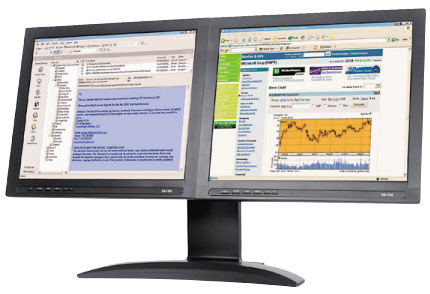
These new added features combine a stylish appearance with a unique, light yet sturdy design that requires a minimum of desk space. Doublesight's ergonomic efficiency improves the user's natural perception and ability to multitask by employing a primary "focal point" screen as well as a second screen for supporting peripheral vision.



Why Doublesight Displays?

PCs are cheaper and faster, networking/storage is more accessible at affordable rates, data communication is moving faster and faster..... the true bottleneck is the monitor.

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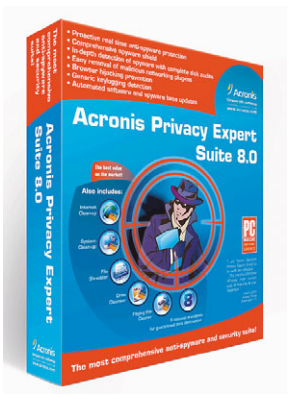

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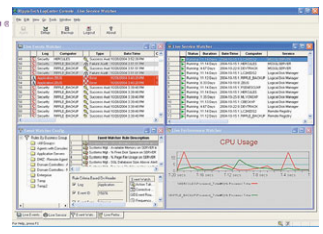

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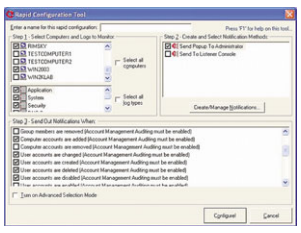

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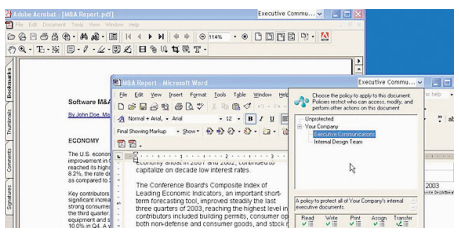

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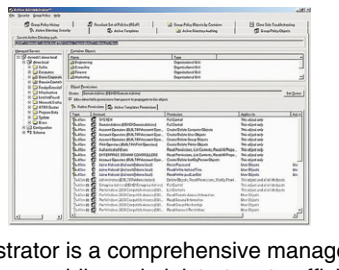

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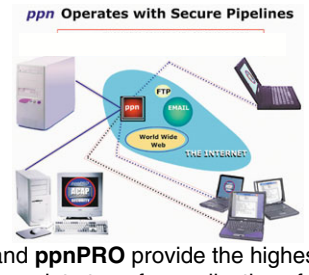

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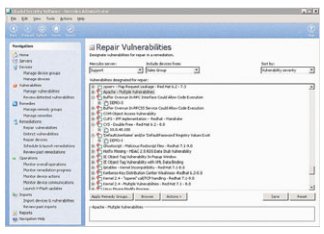

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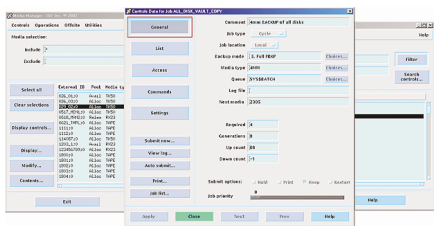

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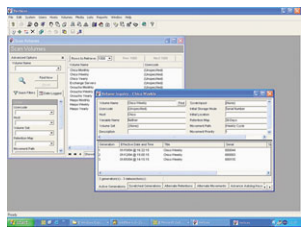

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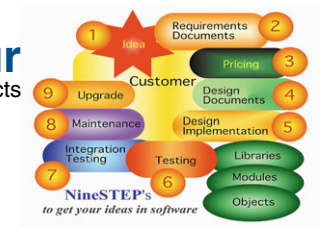

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Sound familiar? Network monitoring used to be so simple. If there was a problem in the network, all one needed to do was to plug a sniffer into a data port of a hub. A sniffer (or protocol analyzer) is something that every network engineer needs. However it is similar to having a fire extinguisher, the perfect tool for an emergency, yet spending most of its life offline, just standing by. Whenever an emergency arises, it would be hand carried to the trouble spot. And when the problem is resolved, it would be returned to the closet to await the next fire.

Today, monitoring is much more than protocol analysis. Security is a big reason for "out-of-band" monitoring. Not only does the network need to keep the bad guys from attacking from the outside, but also to keep important and confidential information from leaking from the inside. Unlike a sniffer, however, these security tools (e.g., IDS or Intrusion Detection Systems) require reliable and 24/7 access to the production traffic.

With Sarbanes-Oxley requirements (or similarly with HIPPA), compliance monitoring becomes as important as security. Monitoring tools such as forensic data recorders or database transaction auditors are as mission critical as IDS. Clearly there are incentives for performing proactive monitoring because while failure to protect against intrusion means loss of revenue, failure to comply could mean jail time for the CEO.

At the same time, performance monitoring has evolved, it is now about application and not just protocol. Application Performance Monitoring, either to monitor performance of enterprise software applications (CRM, etc.) or to monitor performance and quality of VoIP calls within an enterprise (or to provide ability for Legal Intercept as demanded by government agencies) has become a fast growing business.

Together these are the 3 P's driving the needs for networking monitoring (P for Performance, P for Protection and P for Proactive).

On the other hand, networks are no longer flat. Hubs have all but gone away and are replaced by Layer 2/3 switches. Traffic is no longer replicated in every data port. Instead, they traverse in point-to-point paths. This change in architecture has dramatically improved the throughput and the bandwidth utilization. However, it has taken away network visibility. We can no longer just plug a tool into a hub and expect to see every packet. Instead we now rely on SPAN port (or mirroring port) which would replicate incoming or outgoing traffic on a particular port or packets belonging to a particular VLAN on a switch. And there are a limited number of SPAN ports available (typically one, two at most).

So competition for SPAN ports in a typical enterprise environment is not only real, it is counterproductive. And it is becoming difficult for us to do their job, for the IT team who is interested in Performance, the security team who is responsible for Protection, or the compliance team who has been asked to be Proactive.

And the problem has become worse as mission critical networks become redundant, tiered and fully meshed. Not only are there too many tools, there are now too many links. In other words, we must now monitor traffic that doesn't even follow a single deterministic path.

To do our job, we must aggregate packets from multiple sources such that we can reconstruct an "end-to-end" view in the case where there are asymmetric routes, load-balanced or fault tolerant redundant links, or a "big pipe" view where we have deployed trunk links to increase throughput between two switches.

Gigamon is the first out of the gate with a real answer to these problems. Their flagship product, **GigaVUE-MP**, is a distributed Data-Access Switch to allow multiple "out-of-band" monitoring tools to share multiple SPAN ports across multiple switches, saving lots of money while providing comprehensive coverage for redundant networks.

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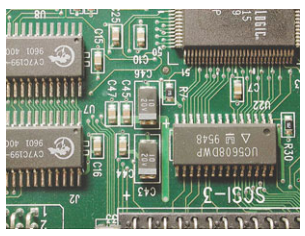

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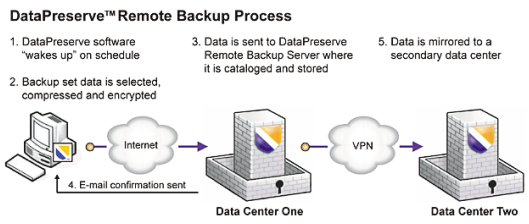

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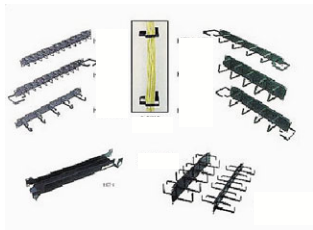

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Avoid in-rush current overload
Outlets are turned on sequentially

Manage power via Network Interfaces
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APC's advanced power distribution units distribute, monitor and remotely control power in rack enclosures.

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PatchRunner Cable Management

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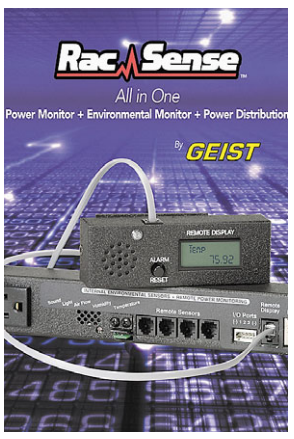

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RLE Technologies
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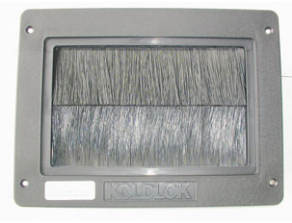

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Rack Model Available

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No one knows when or how disaster will strike. We just know the potential is always there. An early warning is critical to minimize the impact on computers, networks, users & the organization. When a disaster occurs, there are significant costs in areas that go far beyond the simple replacement of damaged hardware. This is because what happens in your data center affects the entire organization and maybe even your customers.

Temperature monitoring is likely the biggest threat facing today's dense computer rooms & data centers. More and more hardware is placed in each rack and rooms that were never designed to house computers are often converted to be an IT data center. Air conditioners are typically undersized, poorly placed, not maintained and run continuously until they die. When aircon units fail, critical servers continue to operate and crank out heat while cooling systems remain disabled. *Oops!*

Computer and network equipment is designed to operate within a very specific range of temperatures. Basically, if your data center rises above 85° F, you're cooking your hardware and increasing the risk of failure. Unsure... just ask IBM, HP, Dell, APC or Liebert. The bottom line is that you need to know immediately when temperature problems arise because recovery is simply too expensive.

"25% of all data centers experience downtime more than 5 times a year... 60% of these last more than a half day."

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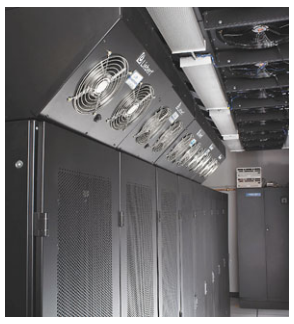

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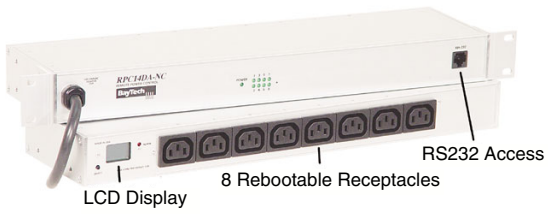

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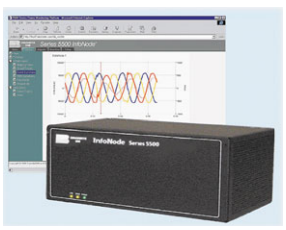

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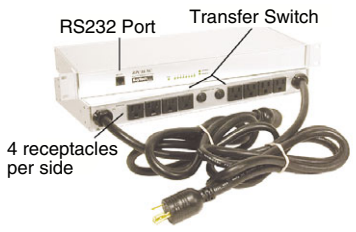

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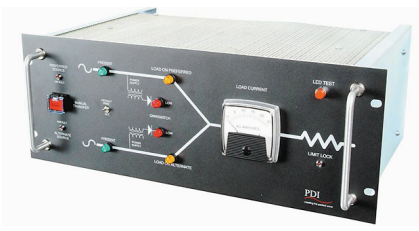

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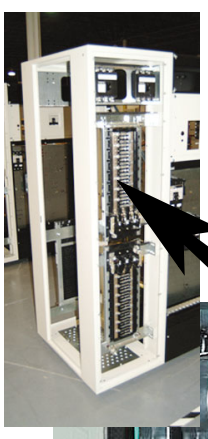
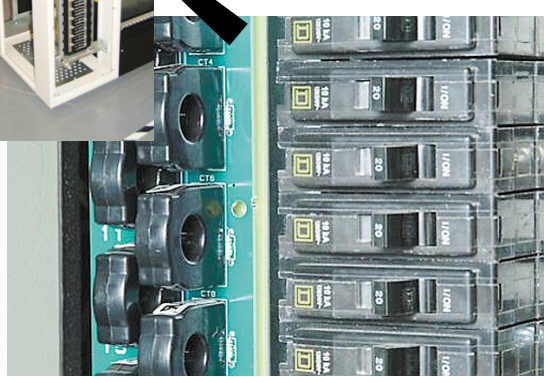


The Branch Circuit Monitoring System (BCMS) can measure and remotely monitor the current on each individual branch circuit.



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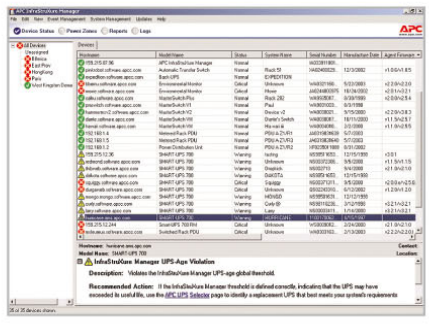

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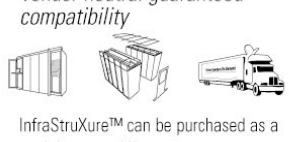

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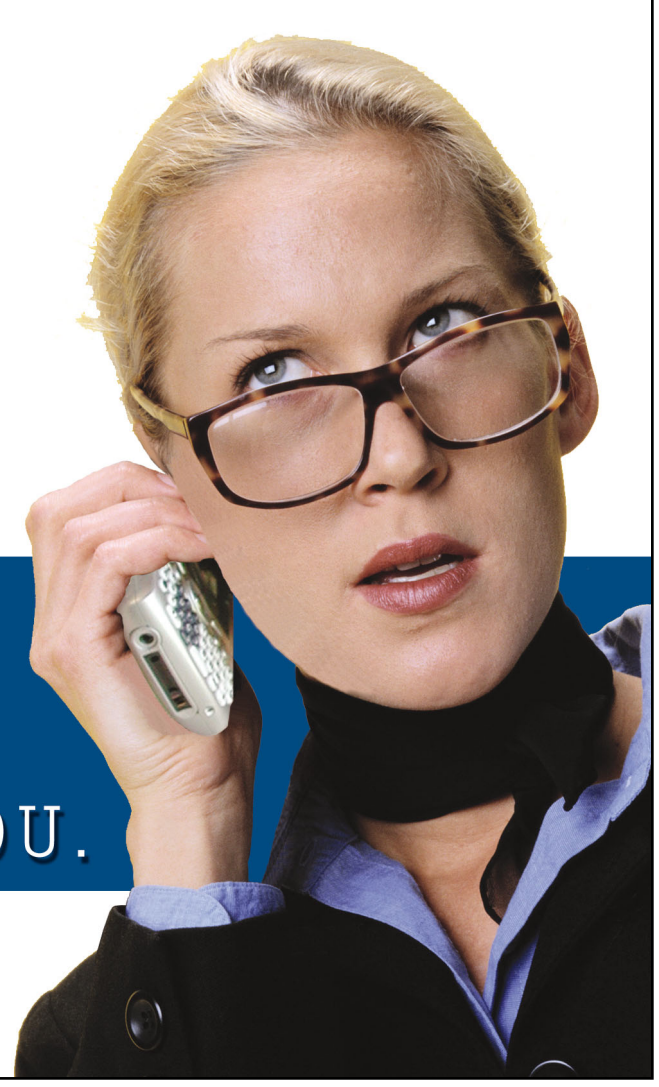

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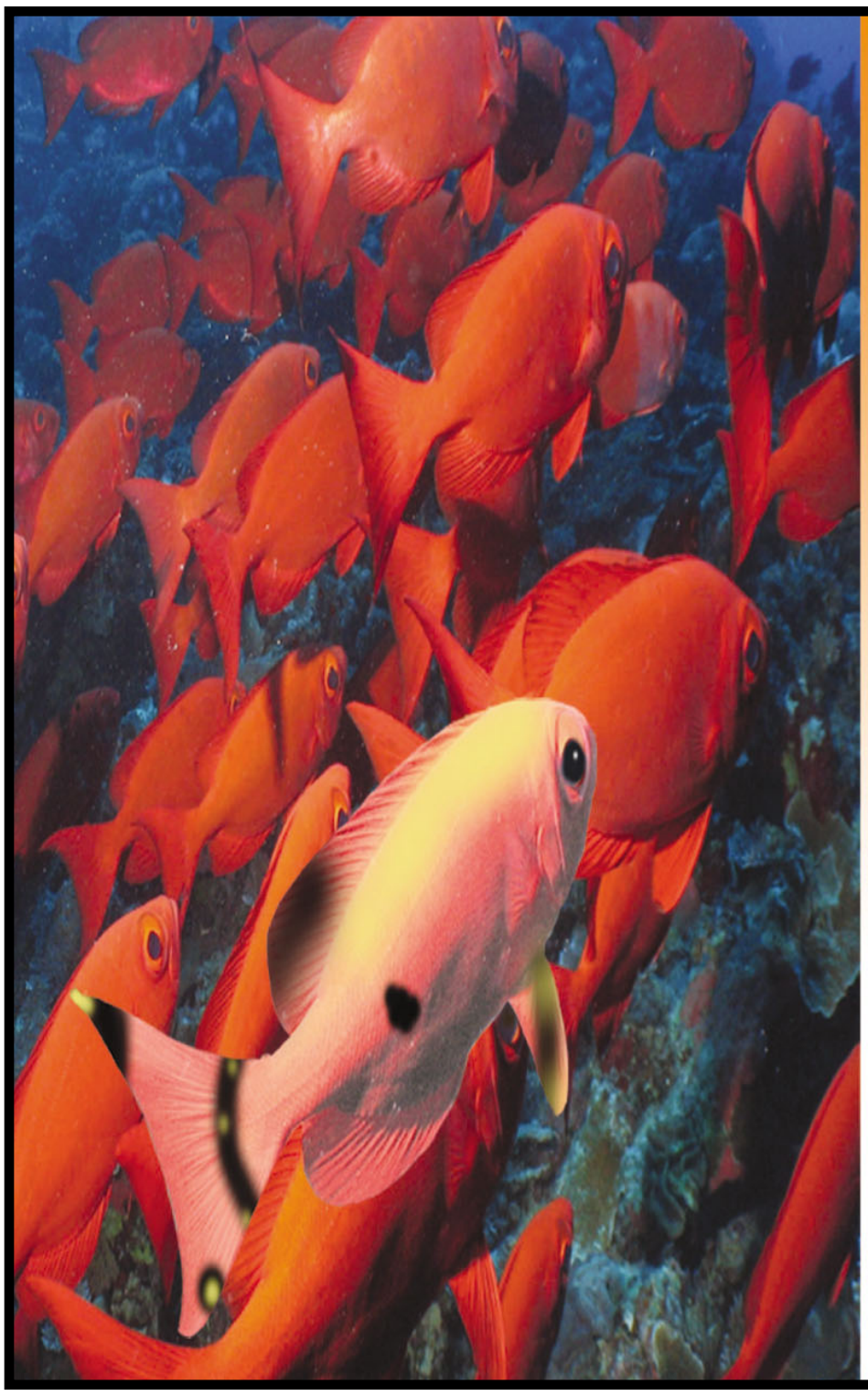

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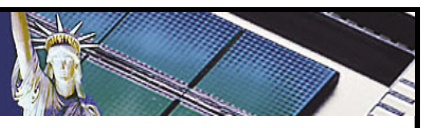

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